

MILITARY Family Edition



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Italy PCS Guide

This guide is intended to help prepare you for the three phases of your PCS move to Vicenza, Italy, which include: before arrival, in-processing, and settling in.

The information in this guide was obtained directly from Vicenza Military Community (VMC) agencies and organizations to give you the most relevant, expert, and up-to-date PCS guidance.

The Italy PCS Guide is a project of the Army Europe South Community Health Promotions Council (CHPC) and is maintained by the USAG Italy Public Affairs Office.

Disclaimer

The resources provided in this document are for informational purposes only. The name, address, or contact information for any business, non-profit, or other non-federal entity appearing in this publication does not constitute an express or implied endorsement.

If you have content suggestions or if you are aware of a resource that is relevant to in-processing personnel and their families, please send the information to the email below for possible inclusion in an updated publication.

Mail USAG Italy PAO at usarmy.vmc.pao@mail.mil



PCS Guide to Vicenza, Italy

[Click on any item to follow link directly to topic.](#)

BEFORE ARRIVAL

Getting Started	4
PCS Orders	5
Command Sponsorship	6
EFMP Screening	8
Passports & Visas.....	10
Book Lodging	11
Book Travel	14
Traveling with Pets.....	16
Ship Household Goods (HHG)	18
Ship your Vehicle	20
U.S., SETAF, and Int'l Licenses....	21
Set Up Overseas P.O. Box.....	22
CYS & School Registration Prep.....	23
Ask for Spouse or Youth Sponsor ..	24
POAs & Legal Offices	25
Cell Phones & Keeping in Touch....	28
Chip Credit Cards	29

ARRIVAL

Transportation from Airport.....	30
Sign In & In-Processing	31
Overseas Pay.....	32
Travel Reimbursements	33
Soggiorno & Codice Fiscale.....	35
CYS & School Registration	36
Pet Registration	39
Driving Overseas	40
Vehicle Registration	42
Fuel & Oil Coupons.....	44
Medical, Dental & Eye Care	48
Pregnancy in Italy	51
Finding a Home	53
Housing Eligibility	54
Housing Allowance (OHA)	55
HHG Arrival.....	62
Tax Relief Office (TRO).....	63
Bills, Banking & Exchange Rates	64

SETTLING IN

Get to Know USAG Italy & Post	66
Caserma Ederle Map	67
Caserma Del Din Map	68
Work, Volunteer, Learn	69
Spouse Employment & SOFA.....	70
Family Readiness Groups (FRGs) ...	71
Overseas Electricity Explained	72
Train, Plane, Bus, & Shuttles.....	73
Language & Culture	74
Getting to Know Vicenza, Italy.....	75
Dining & Grocery Etiquette	76
Big Box Stores & Shopping	77
Thrift Stores & Markets	78
Festivals, Activities & Day Trips	79
Activities for Family & Kids	80

USEFUL WEBSITES

PCS Resources	81
Vicenza Facebook Groups.....	82



Getting Started



[Return to Main Menu](#)


USAG Italy welcomes you to Vicenza!

It is my sincere pleasure to welcome you into the U.S. Army Garrison Italy family. USAG Italy supports multiple units and organizations in the Vicenza Military Community (VMC) as well as at Longare and in the Darby Military Community near Livorno, Italy. Being stationed in Italy offers an exciting place to live, work, and play.

PCSing overseas can be a unique challenge, even if you have done it before. The VMC and your Sponsors are here to support you and ensure that you have the resources you need for a smooth transition to Italy.

We are proud to be part of an exceptional community committed to serving our Service Members, families, and personnel via programs offered by Army Community Service (ACS), Child & Youth Services, Outdoor Rec, USO, Vicenza Community Club (VCC), FRGs and more.

While moving overseas brings its challenges, I want you to know that USAG Italy is here to support you during your PCS and throughout your tour. On behalf of the VMC, welcome to Italy!


Joseph P. Harrington
Major General, USA
Commanding

5 Things to Get Started on Right Away

1. **Command Sponsorship.** Ensure [dependents](#) are eligible for a fully funded move overseas.
2. **Passports & Visas.** Learn which [travel documents](#) are required before PCSing overseas.
3. **Hotel Reservations.** On-post lodging is in short supply. Don't wait for orders to reserve [lodging](#).
4. **Overseas P.O. Box.** Keep up-to-date with your mail by setting up your [P.O. Box](#) ahead of time.
5. **CYS & School Registration.** Be ahead of the class and start your [CYS and school](#) packets now.

5 Things to Keep in Mind

1. **Storing & Shipping HHG.** Learn to split your [HHG](#) into various shipments to get settled in sooner.
2. **Driving Overseas.** Know what to expect when shipping your [POV](#) overseas.
3. **Electricity Overseas.** Stay current on Italian vs. U.S. [electricity](#).
4. **Traveling with Pets.** Moving [pets](#) overseas is at your own expense, but we can help prepare you.
5. **Cell Phones & Staying in Touch.** Learn about [cell](#) phones & staying in touch while overseas.

Need a VMC Phone Number or Address?

[Search the Phone Directory](#) 



When your Soldier receives assignment orders to move overseas, they will include instructions for key aspects of your PCS move and indicate the type and length of tour your Soldier will serve. Learn how orders will impact your Soldier and family.

Assignment Orders


Human Resources Command (HRC) will notify your Soldier of his or her assignment to Italy. Shortly thereafter, your Soldier will receive a request for orders (RFO) and/or orders which will contain PCS instructions, such as:

- Report date and tour length
- Port of embarkation (arrival airport)
- HHG, POV, and family travel authorizations

After getting an RFO or orders, your Soldier must attend a levy brief and complete a checklist before PCSing.

Total Army Sponsorship Program (TASP)

TASP will connect your Soldier (≤O-6) with a Soldier from his or her new unit to help answer any PCS questions. To get a sponsor after receiving orders, your Soldier must:

1. Get [Army Career Tracker](#)  welcome email or log in (CAC required) to fill out DA 5434 Sponsorship form.
2. Look for sponsor/unit welcome email within 10 days.
3. Finish out-processing survey in ACT before PCSing.

Get a [Youth or Spouse Sponsor](#), too!

Types of Overseas Tours

Your Soldier's PCS orders will indicate either:


Accompanied Tour (with dependents)

This means your family is eligible to accompany your Soldier overseas for a 36-month tour. To ensure the new duty station can support your family, [Command Sponsorship of dependents](#) must be approved before your family moves overseas. If approved, the full name of each dependent must be listed on orders. Orders will also include the type of dependent travel authorized:

- **Concurrent travel** (with or within 60 days of Soldier)
- **Deferred travel** (61 or more days after Soldier)

Unaccompanied Tour (without dependents)

Your Soldier may elect an unaccompanied tour ("All Others Tour") for family reasons or because Command Sponsorship of dependents is denied. Regardless, an All Others tour means dependents are not authorized to move overseas. This tour is a 24-month commitment.

For more details, see [Army Regulations](#) : AR 55-46 Travel Overseas and AR 614-30 Overseas Service.



Command Sponsorship



[Return to Main Menu](#)

Being granted Command Sponsorship means that your family members are approved to accompany your Soldier Outside the Continental U.S. (OCONUS) for the length of his or her tour. Command Sponsorship of dependents is not guaranteed, however. Your Soldier must [apply for Command Sponsorship](#), which includes an EFMP Screening of each family member, and then obtain approval from your Soldier's gaining command in Europe before traveling overseas with family.

What is Command Sponsorship?

In simple terms, if your Soldier is granted Command Sponsorship of dependents, this means:

1. Your new duty station has the educational and medical resources to support your family's needs.
2. Your family is authorized a fully funded move and is approved to accompany your Soldier overseas.

How long does the application take?

The entire application process can take 3 weeks to 3 months, from completing the required forms and family EFMP screenings (and enrollments if needed) to the review of your completed application.

Installation Management Command Directorate - Europe (IMCOM-E) reviews completed applications for Command Sponsorship within 30 days. Once they review the application, they will notify your Soldier of [Approval or Denial of Command Sponsorship](#).

What benefits does it provide?

Only Command Sponsored dependents are authorized:

- [No-Fee Passport & Italian Visa](#)
- [Travel](#): Your soldier receives travel allowances and reimbursements for Command Sponsored family
- [Cost of Living](#): Your soldier will receives this special allowance at a higher "with dependent" rate
- [HHG](#) Shipment: Your soldier receives a higher "with dependent" weight allowance for household goods
- [Housing Eligibility](#)
- Attendance at DoDEA [schools](#) (non-Command Sponsored children may attend if space is available)
- Access to on-post services and facilities such as [U.S. Post Offices](#), Commissary, and PX
- [Employment](#): Dependents must be Command Sponsored to apply for employment

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Command Sponsorship Application

[Return to Main Menu](#)

After receiving a Request for Orders (RFO) or actual assignment orders, your Soldier should immediately request Command Sponsorship of each dependent. Family members will complete an EFMP screening as part of the application. **Family members must be granted Command Sponsorship *before* traveling overseas.**

1. Attend Levy Brief & Start Packet

Before PCS orders are issued, your Soldier must attend a levy brief. The levy brief is where most soldiers start the Command Sponsorship application for their dependents. Levy briefs provide instructions for PCSing and cover topics such as:

- Command Sponsorship application process
- No-Fee Passport & Italian Visa
- Overseas travel/pay allowances
- Booking travel
- Shipping household goods (HHG) & vehicles
- PCSing with kids or pets

Spouses are welcome and encouraged to attend.

2. Complete EFMP Screening

Before your family can be approved for Command Sponsorship, each family member must complete an [EFMP Screening](#) of their medical records to ensure that your Soldier's new unit can support your family's needs. **Don't delay. Schedule your screening asap!**

3. Submit Packet & Review PCS Orders

After all required documentation is submitted, IMCOM-E has 30 days to review Command Sponsorship applications. If approved, your Soldier will receive orders including the full name of each dependent.

Command Sponsorship Packet

1. PCS Orders
2. DA 4187 Command Sponsorship Request Form
3. Enlisted or Officer Record Brief (ERB or ORB)
4. DA 5888 Family EFMP Form with EFMP Stamp (or DA 5888-1 if in remote area using civilian doctor)
 - DD 2792 (if Medical EFMP Plan needed)
 - DD 2792-1 + IFSP/IEP (for Education EFMP Plan)

NOTE: EFMP Form is valid for 1 year once stamped.
5. Copy of Marriage and Birth Certificates of dependents
6. Proof of child custody court documents (Minors must reside with Soldier a minimum of six months per year)

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EFMP Screening



[Return to Main Menu](#)

As part of the Command Sponsorship application packet, a Soldier's dependents are each required to complete an Exceptional Family Member Program (EFMP) Screening.

What is EFMP?

The objective of the [Exceptional Family Member Program](#) (EFMP) is to assess, document, and code the special education and medical needs of family members. Approximately 10% of Army Families have members with special needs, including spouses, children, or dependent parents who require special services.

Why do I need an EFMP Screening?

Soldiers requesting accompanied tours overseas, extensions of more than 6 months of an overseas accompanied tour, or consecutive overseas assignments must have all family members screened for any special medical or educational needs.

Why? As the Army shifts resources overseas, the Army wants to ensure Soldiers are assigned to locations where dependents with special needs can receive necessary care. When reviewing a family member's needs, the Army often considers the availability of services from the host nation as well as those provided by the Army.

Need help navigating the process?

Contact your local military health clinic's EFMP Coordinator to help you with enrollment, disenrollment, updates, and overseas EFMP screenings.

Contact the USAG Italy EFMP Coordinator at the Vicenza Army Health Clinic (+39 0444 61-9567 or DSN 636-9567) for help with EFMP Screening paperwork if you are a:

- Dependent on deferred travel orders
- Foreign national
- Local national (Italian)

EFMP Screening guide

Visit [Army Medical Command](#) for an overview of how the EFMP process works in the below situations:

- Soldiers located on or near Army post in U.S.
- Families in remote areas in U.S.
- Soldier is overseas but family is in U.S.

Ready? See [EFMP Screening steps](#).

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EMFP Screening Process



[Return to Main Menu](#)

What are the EFMP Screening steps?

At your appointment, the Exceptional Family Member Program (EFMP) practitioner will review your screening questionnaire, outpatient medical records, and any supporting documentation to determine if any family member meets criteria for enrollment into EFMP.

1. Soldier starts Command Sponsorship at levy brief.
 - Soldier completes DA-5888 (Part A) and submits form to S1 who verifies dependent information.
 - S1 returns DA-5888 to Soldier.
2. Schedule Screening within 30 days of levy brief.
3. For each dependent, bring to the Screening:
 - DA-5888 Form, verified and signed by S1
 - 3-5 years of military/civilian health records
 - Completed DA Form 7246 EFMP Questionnaire
 - Recent physical exam (within the last year)
 - For children, bring copies of any non-medical evaluations (if applicable) such as IEP or IFSP
 - For children 4-60 months, bring completed Ages and Stages Questionnaire
4. Only an Army EFMP practitioner completes DA Form 5888 Part B, to be sent for review.

NOTE: If a family member meets enrollment criteria, EFMP enrollment will begin and may take 6 weeks.

What happens after the screening?

Once a [Command Sponsorship packet](#) is submitted, IMCOM-E has up to 30 days to review it.

Authorization for Command Sponsorship

If your family is approved to accompany your Soldier overseas, your Soldier will be issued PCS Orders listing each dependent's name. Each dependent must then apply for a [No-Fee Passport and Visa](#). An overseas accompanied tour requires a 36-month commitment.

Denial of Command Sponsorship

This is often due to a duty location with limited family resources or insufficient support for dependents with special needs. If denied, your Soldier can:

- Request to change assignments (DA Form 4187)
- Change overseas assignment to "all others", meaning a 24-month tour without dependents
- Proceed overseas alone & in 6 months submit new application (may be denied again)

Command Sponsorship applications are done via the losing duty station and are not initiated in Italy. Without Command Sponsorship, dependents (except EU citizens) are considered tourists limited to 90 days in country with little support authorized from the U.S. Army.

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Passports & Visas



[Return to Main Menu](#)

Once your family is approved for [Command Sponsorship](#) and your Soldier's PCS Orders include each dependent's name, immediately apply for a No-Fee Passport and Italian Visa for each dependent. **Without these documents, dependents must fly home at their expense to obtain them. Italian Visas are not issued in Italy.**

**Do not travel without
No-Fee Passport & Visa.**

No-Fee Passport

Before traveling, dependents who are U.S. citizens must apply for a No-Fee Passport at a military Passport Office (or www.travel.state.gov). Non-U.S. citizens must apply for a country of origin passport. Docs must be original or certified. Bring:

- Military ID Card & PCS Orders
- ORB/ERB (newborn passports)
- Soldier's ID (back/front copy)
- DS-11 or DS-82 (w/ passport)
- Birth, Naturalization or Citizenship Certificate
- Name Change Documents (Marriage/Divorce decrees)
- 1 Recent Passport Photo
- Current & Expired Passports
- Both parents must be present or have a notarized DS-3053

***Process can take 8 or more weeks.**

Italian Missione (D) Visa

Once your U.S. No-Fee Passport or country of origin passport is ready, all dependents must apply for an Italian Missione Visa (Type D) at your military Passport Office (or embassy/consulate) before traveling to Italy. This visa will be affixed to the inside of your passport and used to apply for a [Soggiorno](#) upon arrival. Bring original or certified docs:

- Military ID Card & PCS Orders
- Soldier's ID (back/front copy)
- No-Fee Passport (must be signed before getting Visa)
- Name Change Documents (Marriage/Divorce decrees)
- 2 Recent Passport Photos
- Statement of Understanding (only if Soldier is not present)

***Visas can take 2-4 more weeks.**

Tourist Passport

Your No-Fee Passport is for Official Travel such as PCS, ETS, TDY or travel between Europe and the U.S.

Tourist Passports are required for leisure travel outside of your host nation. It can take up to 8 weeks to process a tourist passport in Europe. Apply for a Tourist Passport prior to leaving the U.S. to avoid delays in travel upon arrival!

Use your tourist Passport for Personal Travel while in Europe.

NOTE: Use your No-Fee Passport & Visa to travel between your host nation & U.S. That's what it's for!

Apply for tourist passports at any US Post Office or visit: www.travel.state.gov

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Temporary Lodging & Housing Eligibility

The type of tour and dependent travel authorized in your Soldier's orders will determine your Soldier's lodging upon arrival and housing eligibility in Italy.

ACCOMPANIED TOURS	Lodging in Italy	Eligible for Housing
Concurrent Family Travel (family arrives with Soldier)		
All Ranks	hotel (TLA)	Yes
Concurrent Family Travel (within 60 days of Soldier)		
≥ E-7	hotel (TLA)	Yes
≤ E-6	Barracks*	Yes
Deferred Family Travel (61+ days after Soldier)		
≥ E-7	hotel (TLA)	Yes
≤ E-6	Barracks	No**
UNACCOMPANIED TOUR		
"All Others" Tour (without dependents)		
≥ E-7	hotel (TLA)	Yes
≤ E-6	Barracks	No

* Eligible for TLA upon family arrival.

** Eligible for housing upon approval of command sponsorship of dependents & receipt of amended orders.

NOTE for ≤E6: Stop meal deduction after family arrives.

Temporary Lodging Before/After Arrival

If your Soldier is authorized temporary lodging, your family will need to make 2 types of reservations when getting ready to PCS overseas:

Lodging Prior to Departure

- **CONUS Temporary Lodging Expense (TLE)** reimburses Stateside Soldiers for up to 5 nights of lodging and meals in gov't quarters prior to departing for Italy.
- **OCONUS Temporary Lodging Allowance (TLA)** reimburses overseas Soldiers for a certain number of nights (depending on duty station) of lodging and meals in gov't quarters prior to departing for Italy.

Lodging Upon Arrival in Italy

- **Temporary Lodging Allowance (TLA)** reimburses Soldiers for overseas gov't lodging and meals in 10-night increments. On-post lodging at the [Ederle Inn](#) books up fast! Because on-post lodging is limited, most families stay in [off-post hotels](#).

Learn more about
[travel reimbursements](#).



[Ederle Inn](#)

The Inn is staffed 24 hours/day and has 133 total rooms, of which 65 are Suites, 27 are Pet Rooms, and 2 are Single Handicap Accessible rooms. To accommodate as many families as possible, room placement is based on the number of people in your party, not on desired room size.

NOTE: The [electricity](#) at the Inn is 220v (not U.S. 110v).

Room Type	Max Occupancy	Queen Bed	Sofa Bed	Roll Away
Single	3	1		1
Mini Suite	5	1	1	1
Family Suite	6	1	1	2
Extra Large Suite	7	2	1	1

Amenities: microwave, fridge, stovetop, Wi-Fi, free use of laundry machines, and free breakfast

Pets

At check-in, you must present a rabies certification for your pets. Pets must always be on a leash. Lodging costs for pets are at your own expense.

Nightly Pet Fee: \$3.00/night per pet

Pet Cleaning Fee: \$50 one-time fee per family with pets

Make a reservation ASAP without orders

Who: Soldier, sponsor, or spouse can reserve a room. Credit card info is needed to confirm reservation.

What: To request a room, email the Ederle Inn with: Soldier's name, arrival date, party size, ages and number of kids (if any), pets (if any), and contact info.

When: Make reservations up to 6 months in advance without PCS orders (orders needed at check-in). The Inn mandates reservations for 45 nights. Most families stay for 30-35 nights.

NOTE: Delayed flight? You MUST call the Inn if you will be a no show, otherwise your room will be sold.



No rooms at the Inn? [Local hotel options.](#)

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Off-Post Hotels



[Return to Main Menu](#)

Off-Post Lodging near Caserma Ederle

Most families will book overseas lodging at a local hotel due to limited space at the Ederle Inn. The Ederle Inn recommends the local hotels listed here because they accept TLA paperwork indicating that Soldiers are not required to pay Italian hotel taxes. Remember:

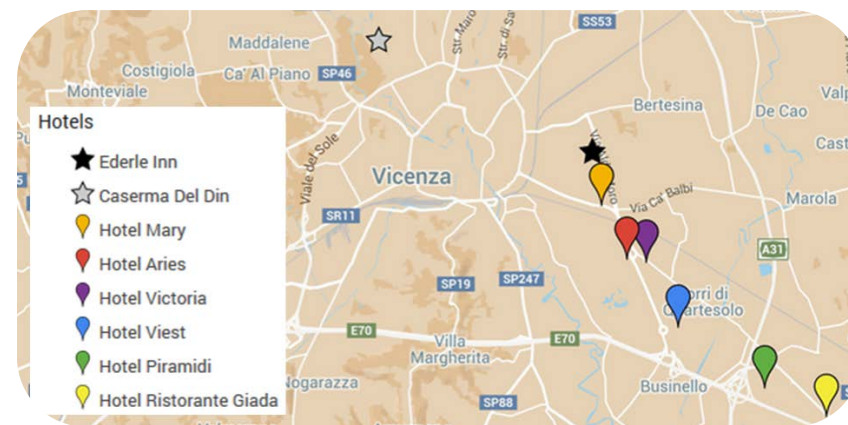
- Book a room at or below your [TLA rate](#) to avoid out-of-pocket expenses
- Reserve a room for 35-45 days
- Reserve directly through hotel to avoid 3rd party cancellation charges due to reservation changes
- Hotel pet fees are not reimbursable

Transportation to/from Off-Post Hotels

Don't forget to pre-arrange transportation from Caserma Ederle to your off-post hotel because the [airport shuttle](#) only takes you to Caserma Ederle (to Ederle Inn or near USO). Ask your sponsor for the best way to get to your hotel (keep any receipts so your Soldier can claim expenses on [travel voucher](#)). Once you're settled in:

- Prepare to walk, take a [city bus](#), or rent a car to get to/from Caserma Ederle until your POV arrives.
- Taxis only pick up/drop off at Chapel Gate (3 min walk to USO). Taxis are not permitted on post.

Local Hotels



Local Hotel	To Chapel Gate ¹	Bus to Chapel Gate	Family Suites	Pet Rooms	Breakfast	Laundry	Kitchenette
Hotel Mary	0.3 mi	1, 19	Y	Y	Y	\$	Y
Hotel Aries	1.3 mi	1*, 19*	Y	Y	Y	N	N
Hotel Victoria	1.3 mi	1	Y	Y	Y	\$	Y
Hotel Viest	2.6 mi	19	Y	Y	Y	N	N
Hotel Piramidi	3.8 mi	19*	Y	Y	Y	N	Y
Hotel Giada	4.2 mi	19*	Y	Y	Y	N	N

¹From Chapel Gate, you'll walk 8-10 minutes to get to the Central Processing Facility (CPF) or to the library.

*Requires walking 5-15 minutes to bus stop.

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When to Book Flights

Check your Soldier's orders to know when/where to fly:

- Travel can start as of "Availability Date"
- From Port of Debarkation (departure airport)
- To Port of Embarkation (arrival airport)

Concurrent Travel Orders

Your family and Soldier can travel together if the criteria below are met. Otherwise, your Soldier will go to Vicenza and dependents will follow within 60 days (if not possible, get orders amended to "deferred travel" ASAP).


- Dependents are [Command Sponsored](#) on orders
- Dependents have [No-Fee Passport and Italian Visa](#)
- Family housing is available overseas

Deferred Travel Orders

Families are issued deferred travel orders (arriving 61+ days after Soldier) for various reasons, such as an overseas housing shortage or to let kids finish a school semester before PCSing.

However, once the above criteria are met, your Soldier will receive orders authorizing dependent travel from the closest military installation on or within 60 days of "availability date" on orders. Contact that installation's Contract Travel Office (CTO) to arrange family travel.

Paying for Flights

For the Army to pay for travel, flights must be booked via the CTO on a U.S. Flag Carrier, as required by the [Fly America Act](#) , and orders must indicate either:

Individually Billed Account (IBA)

With an IBA, your Soldier will use a gov't travel credit card ([GTCC](#)) to pay for flight plans made at the CTO. Your Soldier will then claim reimbursement by filling out a travel voucher during in-processing in Italy.


NOTE: CTO can book flights to/from alternate ports but you must pay any costs above your travel entitlement.

Centrally Billed Account (CBA)

With a CBA, the CTO is responsible for paying for the airfare. The CTO charges the cost of airfare to a CBA and the CTO is reimbursed after submitting a claim.

NOTE: CTO can book flights to/from alternate ports only if the cost is less than your gov't travel entitlement.

Government Travel Entitlement

Use [GSA City Pairs Search Tool](#)  to find your gov't travel entitlement which is the YCA Fare (gov't negotiated, fully refundable, one-way fare) on a contracted U.S. Flag Carrier based on your departure/arrival ports on orders.



Booking Flight & Ticketing Process

Soldiers are to schedule flights to Venice Marco Polo Airport (VCE) arriving Mon-Fri during regular duty hours as well as use the free [Army airport shuttle to post](#).

All travel arrangements must be made through the Contract Travel Office (CTO) at your losing duty station.

1. Determine your desired travel date. Travel can begin as of "Availability Date" on orders. Travel is from airport nearest your losing duty station (or location on orders) to the port of embarkation (arrival airport) on orders.

TIP: [Traveling with Pets](#)? Pre-plan before going to CTO.

2. Visit or contact your CTO, e.g. CWT SatoTravel, with:
 - 3 copies of orders with dependents listed
 - Dependent [no-fee passports with visas](#)
 - Date of Birth (DOB) for each passenger

NOTE: To get tickets, dependents' names on no-fee passports and PCS orders must be an exact match.

NOTE: Infants will be given their own seat.

3. Provide the CTO with an email and point of contact. The CTO will email your reservation (It is not a ticket!).
4. Once your Soldier clears post then a few days before traveling, the CTO will send him or her an email with the electronic ticket number for your flights.

Preparing for Flight Day

Be sure to ask your airline if you can carry certain childcare items onto the plane (and if they'll count as checked bags), like strollers, pack-n-plays, and car seats.

Definitely bring snacks on your flight, and also bring:

- Medical, dental, and school records
- Important family documents, esp. birth & marriage
- Pet documentation, pet food and supplies
- Contact info for your overseas sponsor, hotel, etc.
- Free [call/message apps](#) on phone/tablet
- International adapters (great for overseas layovers)
- Kids' favorite pjs, clothes, toys, games, books

Arriving in Italy

The free Army airport shuttle transports military ID holders daily (limited hours) between VCE Airport, Caserma Ederle, and Caserma Del Din. You will need to [pre-arrange other means of transportation](#) if you:

- Arrive at an airport other than VCE Airport
- Arrive at VCE Airport and your pet weighs over 3kg or its cage does not fit on/between shuttle seats
- Stay at an off-post hotel

NOTE: Keep receipts for [travel reimbursement](#).



Traveling with Pets



[Return to Main Menu](#)

Pet Travel Documentation

Traveling from other EU country

- Pet Passport & Health Certificate

Flying from United States

- 15-code microchip: Required for dogs and cats.
- Rabies Vaccination: Must be administered more than 20 full days (but less than 12 months) before flying.
- DD Form 2209: Dual-language health certificate from a military or USDA certified veterinarian. Must be dated within 10 days of arrival in Italy and in blue ink.

TIP: A Leptospirosis vaccination is required for pets upon arrival in Italy. You can vaccinate your pet prior to arrival and then submit vaccination paperwork once in Italy.

Pets are a Privilege

We all love our pets like family, but remember that bringing pets to Italy is a privilege, not an entitlement. As such, **the Contract Travel Office (CTO), does not book pet flights**, but they can book your Soldier and family on a pet-friendly flight with the CTO contracted airline or other airline as long as it's a U.S. Flag Carrier. All costs associated with pet travel are at your expense.


NOTE: Soldiers (≤E6) [traveling without dependents](#) will stay in barracks. **Pets are not allowed in barracks.**

Pet Travel & Restrictions

Breeds: There are no breed restrictions in Italy or on-post. However, airlines often have restrictions.

- There may be extra requirements or costs to ship "aggressive/dangerous," large or snub-nosed pets.

Kennel (checked or cargo): Pets need airline-approved, hard cages with screw-bolt closures, breathing holes on all sides, and room to stand up, turn around and lie down.

- Visit [IATA](#)  for pet size and kennel requirements. Certain breeds/sizes require custom crates (~\$250).
- Ensure connecting flights can handle pet crate size.

Airline Pet Policies: Small pets: cabin. Large pets: checked (on your flight) or cargo (separate flight). Learn airline pet policies (and military exceptions) before calling. Keep calm and keep calling until you find a well-informed airline rep.

Temperature: Airlines won't let pets travel as checked bag or cargo if it's too hot/cold on flight day. Have a plan B.

Airports & Layovers: For layovers in other countries, know each country's pet regulations before booking flights.

- Avoid layovers in UK as they quarantine pets.
- Large pets might not be able to fly to VCE. Ask the CTO about flying into Verona or Milano Malpensa.

Animal Shippers: Based on breed/size, you may have to ship your pet separately (~\$2000). See [IPATA](#)  shippers.

Need a VMC Phone Number or Address?

[Search the Phone Directory](#) 



Book Pet Travel



[Return to Main Menu](#)

Traveling with pets requires a lot of pre-planning. Don't forget to connect with your sponsors and our Vicenza Military Community for support if you need it. **Just remember that everyone's experience traveling with pets is different.**

Visit Contract Travel Office (CTO)

1. **Pre-Plan:** The CTO, e.g. CWT SatoTravel, does not book pet flights, but they can book you on a pet-friendly flight with their contracted airline or another U.S. Flag Carrier (as required by [Fly America Act](#)). Research dates and U.S. Flag Carriers that can fly your pet:
 - Use the [City Pairs Search Tool](#) to find the airline contracted to fly you to VCE. Stop by CTO to learn other possible U.S. Flag Carrier options.
 - Research airline pet policies/military exceptions.
 - Call airline. Tell them you are on military orders and you want to check a pet. Write down flights and dates with available pet space.
2. **Visit CTO:** Bring pet-friendly flight options to CTO and pet breed, sex, age, cage dimensions, and weight of pet + cage. Book flights with CTO after confirming the airline (and partner airlines!) can fly your pet overseas.
 - **Contracted airline doesn't have pet space?** Ask CTO if other U.S. Flag Carriers have pet space.
 - **VCE can't accommodate your pet's breed/size?** Ask CTO if U.S. Flag Carriers fly to VRN or MXP.

After CTO Visit

1. **Pet Flight:** Although CTO will book your Soldier and family's flights, they do not book pet flights. You must call the airline to reserve your pet's flight.
2. **Reconfirm Pet Flight:** Call and reconfirm your pet's reservation MULTIPLE times in the weeks/days before departure. Pet reservations can get lost easily.
3. **Flight Day:** Arrive extra early to pay and check-in pets.
NOTE: Have a plan B (change flight; friend on standby) in case of a [temperature embargo](#) on flight day.
4. **Transportation from Airport in Italy to Post:** If you arrive at an airport other than VCE, or if you arrive in VCE and your pet weighs over 3kg or its cage does not fit on/between bus seats, [pre-arrange pet transport](#).

Additional Pet Travel websites

Pet Travel FAQs: [State Department](#)
Pet Travel FAQs: [U.S. Embassy in Italy](#)
[Vicenza Army Vet Clinic](#)
[Vicenza Facebook Pet Pages](#)

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Ship Household Goods (HHG)

[Return to Main Menu](#)

Unaccompanied Baggage ([UB](#)): 6 weeks

UB is a Space-A air shipment of between 500-1,000 lbs. for smaller electronics and home comforts to help you settle in.

+

Household Goods ([HHG](#)): 8 weeks

HHG contain the remainder of your household goods. HHG travel by ocean barge and are your largest shipment.

PPM Postal Shipments

To mail small HHGs to your [overseas P.O. Box](#) before arriving, set up a new Personally Procured Move (PPM) shipment on [www.move.mil](#) (CAC), keep receipts, and submit reimbursement claim to Transportation in Italy. You will be reimbursed at gov't, not postal, shipping rates.

+

Non-Temporary Storage (NTS)

Italian homes aren't as small as you'd expect, but most don't have closets or much storage, so keep that in mind. Also, consider putting large appliances in gov't storage since the Army lends families major appliances once in Italy.

NOTE: Professional equipment or "Pro Gear" does not count against your weight allowance. (Soldier: up to 2,000 lbs.; Spouse: up to 500 lbs.)

+ UB
+ HHG
+ [NTS](#)
= Max
Weight
(or less)

[JFTR CH. 5, Subsection A5b, 5200](#)

Total Weight Allowance (36-month Tour)

Grade	With Dependents	Without Dependents
O-10 to O-6	18,000	18,000
O-5/W-5	17,500	16,000
O-4/W-4	17,000	14,000
O-3/W-3	14,500	13,000
O-2/W-2	13,500	12,500
O-1/W-1	12,000	10,000
E-9	15,000	13,000
E-8	14,000	12,000
E-7	13,000	11,000
E-6	11,000	8,000
E-5	9,000	7,000
E-4	8,000	7,000
E-3 to E-1	8,000	5,000

Special HHG Considerations:

Soldiers in Barracks: Allotted 25% of weight allowance

Deferred dependents: [Command Sponsorship](#) approval and Vicenza Housing Memo required to ship family HHG.

"All Others Tour": Family members remaining in U.S. may store/ship goods to a new location if Soldier is "authorized to move dependents from PDS to new location" in orders.

Newlyweds: To ship from additional location (beyond 50 mile radius of duty station), orders must be amended.

Shipments after Arrival: Allowed if ≥ 14 months left on tour.

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Unaccompanied Baggage (UB)

This is an air freight shipment. These are the smaller household electronics, kitchen appliances, and household goods you'll want to have just as you move into your new home overseas.

It takes about 6 weeks to ship your UB (and about 4-5 weeks to move into a house). Consider packing:

- Kitchen:** Dishes, pots/pans, mixing bowls, casserole dish, cutting board, chopping knife, silverware, strainer, wine/beer opener, paper towels, plastic ware, cooking utensils, kitchen towels
- Bath:** Rugs, towels, washcloths, hand towels, workout towels, toilet paper, plastic shower curtains (keep cool air inside hall/bedrooms by hanging a shower curtain in the hall doorway)
- Bed:** Pillows, sheets, mattress cover, rugs, clothes, hangers
- Other:** Bicycle (a must for getting around easily) and gear, [dual-voltage electronics](#) (e.g. smaller TV & DVD player)
- Pro Gear:** Specialty books, uniforms, and equipment (Pro Gear doesn't count against [weight allowance](#))

Household Goods (HHG)

This is an ocean barge shipment that usually arrives within 8 weeks. Be sure to:

- **Specify on Inventory List:** If it's not listed specifically on your mover's inventory form, it doesn't exist. Create an inventory of all valuable household goods (include item, brand, model, serial number, etc.) before packing day. Provide the packer who will be filling out the inventory forms with the inventory sheet and explain that you want all valuable items listed on the inventory before signing off on the sheet.
- **HHG Video & Pictures:** State the date in videos or show the date in photos.
- **Packing Day:** Organize valuable items in one area and explain that all of those items must be listed on inventory sheets in order for you to sign off on your paperwork. List any damage done to your home or property during packing before signing paperwork.
- **HHG Insurance:** Find out what coverage is provided by HHG, UB, and storage providers. Follow up with your insurer to ask about any additional coverage they recommend for your goods.

Have an issue on moving day? Contact Transportation.



Ship your Vehicle



[Return to Main Menu](#)

Prep your Vehicle for Shipment

The Army authorizes each Soldier to ship only one vehicle at government expense. If you ship additional vehicles, these are at your expense. Prep your POV:

Maintenance: Change old batteries, tires, oil, and do general car maintenance before shipping.

Clean & Wash: Clean the inside and outside of your vehicle very well a day or so before shipping.

Photos & Video: Take clear photos and video of each angle of the exterior and interior of your vehicle, especially:

- Front/rear bumper (and underside), roof, wheels, antennas, navi/tech screens, & pre-existing damage

Gas Tank: Gas tank must be exactly 1/4 full or less when you turn in your vehicle or they will turn away your car.


Remove Personal Items: Take out any personal or non-permanent accessories before dropping off your vehicle.


NOTE: Find out what damages the vehicle carrier covers and consider buying comprehensive insurance for transit.

Vehicle Storage

Vehicle storage is not authorized unless specifically stated in orders. If storage of one POV is authorized, then shipment is not and shipping a POV is at your expense.

Ship your POV

To ship your vehicle overseas, you will need to drop off your vehicle at a Vehicle Processing Center (VPC). To make appointments, learn about shipping, or to track your POV shipment, visit the official [PCS My POV](#) . To ship:

1. Make an appointment online to drop off your POV.
2. Clean and prepare your car for drop off.
3. Bring all necessary documents to your appointment:
 - [Shipping Forms \(2\)](#) 
 - 1 copy of your PCS Orders
 - Military or valid government ID
 - Proof of vehicle ownership (see website)
 - [POA](#) if Soldier is not present for POV drop off
4. Complete pre-inspection at VPC entrance gate.
5. Check-in at VPC to have your documents reviewed.
6. Complete vehicle inspection with VPC inspector.
 - The inspection form is your proof as to the condition of your vehicle prior to shipment. **ENSURE THAT IT IS ACCURATE.** Don't feel rushed by inspectors.
7. Keep your shipping summary and inspection forms - you'll need them to pick up your vehicle at the overseas VPC.

Need a VMC Phone Number or Address?

[Search the Phone Directory](#) 



U.S., SETAF, and Int'l Licenses

Before traveling, know which driving permits you'll need to ensure you're always covered while driving overseas.

U.S. License & Motorcycle Endorsement

To be able to apply for a SETAF license in Italy, you must first have a valid U.S. driver's license. **To make life easier, renew your driver's license before you PCS if its expiration date falls within your timeline overseas.**

To be granted permission to drive a motorcycle overseas, Soldiers need a MFC Certificate and motorcycle endorsement on their U.S. license while dependents only require the endorsement. **You will not be able get a U.S. motorcycle endorsement once overseas.**

International Driving

Outside of Italy, many countries will not recognize a U.S. or SETAF license. To drive through neighboring countries, you will need to purchase either:

- **International Driving Permit** (\$20, renewed yearly)
At least 4 weeks before traveling, apply by mail or in-person at [AAA](#) or [The AATA](#) (the 2 agencies authorized by the State Department to issue IDPs).
- **Italian Driver's License** (~216€, valid for 10 years)
Apply once you arrive in Italy.

SETAF Driver's License

To drive in Italy, all Soldiers and Command Sponsored dependents are required to have a SETAF license. A SETAF license is not valid without a valid U.S. license. You must carry your U.S. license with your SETAF license. Only SETAF license holders are authorized to drive a SETAF registered vehicle.

SETAF licenses are only valid in NATO countries. However, not all NATO countries recognize SETAF licenses. So if you plan on traveling outside of Italy, getting an IDP or Italian driver's license is a good idea.

See [USAG Italy's Drivers Testing Office](#) for details.

Learn more about [driving overseas](#), including drivers training and testing, vehicle registration, insurance, and more!



Set Up Overseas P.O. Box



[Return to Main Menu](#)

When stationed overseas, your Soldier is authorized a free U.S. Postal Service (USPS) mail box on post and shares it with Command Sponsored dependents. The Caserma Del Din and Ederle Post Offices offer the same services and rates as in the U.S.


Benefits of a P.O. Box before PCSing

Soldiers can request a free P.O. Box before PCSing. There are some benefits to having a box before arriving:

- Submit a change of address before traveling so that bills and mail are forwarded without delay.
- Ship some [household goods](#) (HHG) to your mailbox before traveling so they arrive when you do.

Sign Up for a P.O. Box

Soldiers must be within 60 days of reporting to Vicenza to request a P.O. Box. To get a mail box:

- Your Soldier's Sponsor can visit the post office in person to request a box for you. OR
- With PCS Orders, request a mail box via email. Find emails for Caserma Ederle and Caserma Del Din post offices at [USAG Italy's Postal Service Center](#) .

TIP: There is a USPS location on Caserma Ederle and one on Caserma Del Din. If your Soldier will work on Del Din, find out if you can get a box at Del Din (for convenience) - however, Soldiers in the Del Din Barracks have priority.


APO Mail Service

Using USPS on post, sending mail or packages back home takes 10-14 days with priority or first class service.

Space-A Mail

If you're not in a hurry for your packages to arrive at their destination, try sending them on a Space-A flight. Shipping may take longer, but you might save a few bucks!

Military Postal Service (MPS)

Did you buy too much at a German Christmas market and don't have room for items in your suitcase? Send letters and packages up to 70 lbs. for FREE from one APO to another APO. Read more online at the Department of the Army's [HRC Postal Program FAQs](#) .

Receiving Packages or Letters

Because your P.O. Box operates like a regular U.S. address, your family and friends can send you packages at U.S. postage rates and avoid international charges. **DO NOT include a city or country on an APO address label.**

Need a VMC Phone Number or Address?

[Search the Phone Directory](#) 



CYS & School Registration Prep



[Return to Main Menu](#)

Before PCSing, get a head start on your family's Child and Youth Services (CYS) registration and school registration. This will be a big help to you once you're overseas - trust us, we know! There's a lot going on when you first arrive.

Parent Central Services ([PCS](#)) at ACS

Parent Central Services at ACS manages all registrations for CYS. If you have questions, visit your local PCS or email PCS at Caserma Ederle (link above).

CYS Registration Prep

Get a head start on your children's CYS Registration before heading overseas. To get started:

1. Initiate the CYS registration process:
 - Print and fill out [registration forms](#)
2. Get a CYS Health Assessment before you PCS.
3. Are you going to need childcare? Email PCS at Caserma Ederle (see above) and request a Wait List Application form. Fill it out and email it back to PCS.

Once you're in Vicenza, make an appointment with Parent Central Services to finalize registration in person.

Get kids excited about their new home full of [CYS programs](#) & [local activities](#)!

DoDEA School Registration Prep

Get started now! Once you arrive, visit the school Registrar's Office to complete the registration process.

1. Print and fill out your registration packet:
 - [Vicenza High School](#)
 - [Vicenza Middle School](#)
 - [Vicenza Elementary School](#)
2. Get a Sports Physical (if needed) before you PCS.

Our [SLOs](#) also highly recommend:

- Hand carry a copy of your student's records and IEP, even if they will be forwarded. **By federal law, parents have the right to a copy of their students' records.** When you get a copy, ask the registrar to sign over the seal and don't open them (in case you need to submit them to the new school registrar).
- Bring names, addresses, & contacts for prior schools
- In Italy, **IMMEDIATELY register and send kids to school** to ensure they meet minimum attendance requirements (and avoid being held back at future schools). School buses go to the Ederle Inn, Hotel Victoria & Hotel Mary.


[Return to Main Menu](#)

Ask for Spouse or Youth Sponsor

Spouse Sponsors

Have questions about PCSing to Italy? Spouse Sponsors are volunteer spouses stationed at your new unit that can help with your transition to Italy.

Want to be matched with a spouse sponsor? Send the following info to one of the emails below:

- Your name
- E-mail or social media contact info
- Your Soldier's unit in Vicenza

173rd Brigade (A): Email the 173rd FRSA at usarmy.vicenza.173-abn-bde.mbx.bde-frsa@mail.mil or, email your [Spouse Sponsorship Coordinator](#) directly.

All other units, email ACS Relocation Readiness Manager through the [Caserma Ederle ACS website](#)

Family Readiness Groups (FRGs)

Want to get to know some spouses at your Soldier's new unit in Vicenza before you even get there? FRGs in Italy are unlike any other FRGs in the Army. They are like family and really keep our families connected, involved, and aware. Get connected to your FRG:

173rd Brigade (A): Find [173rd FRG emails](#)

All other unit FRGs: Email the ACS Mob. Dep. Manager at Caserma Ederle: michelle.r.mclaughlin2.civ@mail.mil

Youth Sponsorship Programs

Get your kids connected to new friends overseas before they even leave the U.S. to ease their transition.

CYS Youth Sponsorship Program (year-round)

CYS matches incoming youth, grades 6th-12th, with a peer of a similar age. They can communicate in advance so your kids already know someone on the first day of school! Or, they can be matched upon arrival as well. To request a sponsor, email the CYS Youth Program Director through the [Vicenza Youth Centers webpage](#).

Student to Student (S2S) Programs (during school year)

The Vicenza military school community offers a youth Sponsorship program to connect your son or daughter with a peer at their new school in Vicenza, Italy. To request a sponsor, visit the SLO page and scroll down to [Youth Sponsorship and Transition Support](#).

Student to Student (S2S) Sponsor Program

- For 9th-12th grade students

Junior Student to Student (JS2S) Sponsor Program

- For middle school students

TIP: Once you've arrived, don't forget to enroll your kids in ACS's [Teenvenuti](#) Program, run by the CYS [SLO](#)!


Need a VMC Phone Number or Address?

[Search the Phone Directory](#)



PCSing requires a lot of appointments and paperwork. As a spouse, there are times when you'll need to or want to be the person who takes over these responsibilities, especially if your Soldier is not able to because of training or deployments. In many cases you'll need legal authority, meaning a Power of Attorney (POA), to make such decisions on their behalf.

What is a Power of Attorney (POA)?

A [Power of Attorney](#)  is a written instrument that allows you (the "principal") to authorize someone else (your "agent" or "attorney-in-fact") to act on your behalf and carry on your business in your absence. For example, you might wish to allow a friend to sell your car or ship your household goods. Never have a POA unless you need one and always try to make it a Special POA.

Are there different kinds of POAs?

There are two basic types of powers of attorney:

- **General POA:** A general POA allows an agent to do most things that you could legally do yourself, from obtaining a loan to signing a rental contract.
- **Special POA:** A special (or limited) POA only allows an agent to perform specified acts. Never use a general POA when a special POA can be used.

NOTE: Your Soldier must be present to sign a POA in the presence of the notary, but you (the "agent") do not.

Military Spouses, PCSing & POAs

It's a safe bet that you'll need a POA at some point during your PCS to handle matters when your Soldier isn't able to. **The pace of in-processing in Vicenza is fast, so consider getting POAs BEFORE PCSing to arrive better prepared.** Consult your Legal Office.

Here are a few instances when you might need a POA:

- Ship, pick up, or register a vehicle overseas
- Set up banking & manage finances
- Sign leases and housing documents

TIP: The [Legal Assistance Offices](#) at Caserma Ederle or the Brigade Legal Office at Caserma Del Din can prepare general, special, or health care POAs on a walk-in basis.

When does a Power of Attorney expire?


The expiration date of a POA should be specified in the document and never made indefinite. Regardless of an expiration date, however, POAs automatically terminate when revoked or when either you or your agent die (unless a substitute agent is named).



SJA & Vicenza Legal Assistance Offices

From international law to tax centers and Legal Assistance Offices, the Office of the Staff Judge Advocate provides legal services to commanders and their staff, military law enforcement, Soldiers, retirees, civilian employees, and their families.

Legal assistance attorneys serving in the Vicenza Legal Assistance Office also have the additional dimension of hands-on experience in the laws of Italy.

Visit your local SJA office or be sure to check out [USAG Italy's Office of the Staff Judge Advocate](#)  to learn about their services.

Want to work overseas?

Command Sponsored dependents stationed overseas must abide by the employment regulations set forth in the [Statute of Forces Agreement \(SOFA\)](#). Contact your Legal Assistance Office for details.

Legal Services

In addition to the walk-in services for Power of Attorney ([POA](#)), the Legal Assistance Office offers the following services on an appointment basis:

- Assist with questions pertaining to overseas employment and SOFA regulations
- Affidavits for [Soggiorno](#) (bring birth & marriage certificates, PCS Orders, & ID)
- Wills (must first complete a will worksheet)
- Estate planning
- Advance medical directives and health care powers of attorney
- Debt collection/credit reporting problems
- Identity theft
- Service members Civil Relief Act ([SCRA](#))
- OER and NCOER appeals
- FLIPL rebuttals and requests from reconsideration
- GOMOR rebuttals, removals, and transfers
- Security clearance rebuttals and appeals
- Immigration and naturalization
- Separation and divorce counseling
- During the tax season, the Legal Assistance Office operates a tax center.



Servicemembers Civil Relief Act

[Return to Main Menu](#)

What is SCRA?

In 2003, President Bush signed the Servicemembers Civil Relief Act (SCRA) into law which replaced and expanded the former Soldiers and Sailors Civil Relief Act (SSCRA) from 1940.

The SCRA offers many protections to Activity Duty Servicemembers ranging from mortgages to interest rates.

The SCRA can come into play in matters relating to:

- Banking
- Foreclosures & Mortgages
- Auto loans
- Leases & Contracts
- Legal Proceedings
- Family Law Considerations
- Taxation
- Voting

SCRA Resources

For a summary of SCRA protections visit:

[Military OneSource](#)

For more detailed examples of SCRA protections, visit:

[Military Officer's Association of America](#) (MOAA)

For the nitty gritty, visit:

[United States Code](#)

To learn more about SCRA protections and whether they might apply to your family prior to or during an OCONUS PCS or deployment, contact your [Legal Assistance Office](#) on post.



Cell Phones & Keeping in Touch

[Return to Main Menu](#)

Cell Phone Plans

Cell phone plans are very affordable in Italy compared to U.S. cell phone plans. For example, a monthly smartphone plan including 2 GB of data, 400 min, and 600 texts only costs about 18€ (\$20) - sometimes much less!

Use Your Phone from Home

Italy uses GMA technology, like AT&T or T-Mobile phones stateside. Other U.S. carriers, like Verizon, largely use CDMA technology but offer GMA phones to international travelers. If your phone operates on GMA technology you can probably replace the SIM card and use it in Italy.

NOTE: Call your carrier to make sure your GMA enabled phone is “unlocked” before traveling overseas.

Major Italian Cell Phone Providers:

- Vodafone, Tim, Wind

Cell Phone Plans

- Pay-as-you-go (“Ricaricabile”) plans are best
- Plans are renewed every 4 weeks (not monthly)
- Most people don’t use voicemail due to extra costs
- Set up an online account to view/change your plan
- Carriers offer U.S. calling plans
- No roaming fees in Euro zone as of 6/15/17
- Pay more into your account & avoid SIM card fees
- When you buy a plan, deactivate voicemail and SMS missed call notifications to avoid charges.

Wireless Store on Post

Caserma Ederle (PX) and Caserma Del Din (PX Express) have a cell phone and internet store with bilingual Italian employees that can help you choose a cell phone carrier and internet provider.

You might find a wider range of options at local providers off post. Grab a pamphlet and head to the cell phone store on post or ask the ACS interpreter for help.

To sign up for a plan on post, bring:

- PCS Orders
- Military ID
- [Post Office Box Address](#)
- [Codice Fiscale](#) (Italian Social Security number)

Keep in Touch with Family Back Home

There are a number of free or cheap ways to stay in touch with family and friends in another country. Here are a few:

- iPhone iMessage/Facetime (free texts & video calls)
- WhatsApp (free texts & calls)
- Facebook Messenger (free texts and calls)
- Skype (free chats & video calls)
- Magic Jack App (free/\$ voice calls & U.S. number)
- Vonage (costs \$, U.S. number & voice calls)

NOTE: For apps to work, add “+” before country code.

Need a VMC Phone Number or Address?

[Search the Phone Directory](#)



Chip Credit Cards



[Return to Main Menu](#)

Credit Cards: Chip Technology

Chip cards have a metallic computer chip imbedded in the card which creates a unique transaction code for each purchase. Unlike a chip card, traditional cards have magnetic strips that store the same customer data which is used for every transaction. Whereas data stolen from a traditional card can be reused, chip card data cannot.


Request chip credit and debit cards from your bank before arrival for easier transactions on the economy.

Currently, there are 2 types of chip cards:

- **Chip and Pin Cards (Europe):** Insert card into machine (rather than swipe) and input pin code.
- **Chip and Signature (U.S.):** These can be used just like a chip and pin card, but you must sign a receipt before the transaction is complete.

NOTE: Most retail establishments and hotels in Europe accept traditional magnetic credit cards. However, some stand-alone kiosks may accept only chip and pin cards (rather than chip and signature or traditional cards).

Government Travel Charge Card ([GTCC](#))

All Soldiers on official government travel (not leave) status will be issued a chip and pin GTCC from their gaining unit to use for permissible travel expenses (see Appendix G of [JTR Manual](#) .


Reduced Interest Rates

When deployed or on PCS Orders, your Active Duty Soldier may be eligible for reduced interest rates on credit cards. Contact your bank to ask about reduced rates. Also, learn about [SCRA protections](#).

Foreign Transaction Fees

When deployed or with a copy of OCONUS PCS Orders, some banks will eliminate the foreign currency transaction fee on credit and/or debit cards (usually 1-2% of purchase price). Contact your bank to learn more.

USAA Bank

If you are PCSing overseas, USAA will eliminate foreign transactions fees on credit cards (but does not do so for debit cards unless your Soldier is deployed). Visit [USAA](#)  for info. To request to eliminate this USAA fee:

1. Email or Fax a copy of PCS Orders along with the USAA Cover Sheet (go to "documents" section, "Banking", and then choose Form LNSSCRA entitled "SCRA and Military Benefits Cover Sheet").
2. Receive confirmation of approval.

Also, see [Bills, Banking & Exchange Rates](#) or [financial assistance for PCS travel](#).

Need a VMC Phone Number or Address?

[Search the Phone Directory](#) 



Transportation from Airport

From Marco Polo Venice Airport (VCE)

Arriving during Army Airport Shuttle service hours

Pets may ride on shuttle if they weigh ~3kg and their cage fits on or between bus seats (no pets allowed in cargo).

- Go through Customs doors, turn right, and walk 25m.
- Military Community Liaison Office is on right.
- The Airport Liaison can provide shuttle schedule.
- Shuttle: Exit airport, turn right, walk 150m to bus lot.



Arriving outside of Army Airport Shuttle service hours

Arrange transportation *at least* 72 hours before arrival. Provide the number of passengers and luggage.

- Call Staff Duty Officer and ask them to contact "After Hours TMP" team to arrange airport pickup.
- Soldier can also contact Sponsor to arrange pickup from airport. (Sponsor can submit travel voucher to be reimbursed for travel expenses for use of POV.)

NOTE: Reconfirm pickup schedule prior to arrival.

Your pet's kennel does not fit on or between bus seats

- Pre-arrange pet transportation (at your expense). Contact your sponsor for help with possible options.

From All Other Airports


If you arrive at an airport other than VCE (e.g. due to travel with large pets), you must arrange your own transportation to post (to sign in) and then to lodging (if off post). Contact your Sponsor for advice on local transportation options such as buses, trains, taxis, etc. Reimbursement may be authorized for travel from the airport to post, so keep your receipts.

Transportation to Off-Post Lodging

Because the Army Airport Shuttle only provides transportation from VCE Airport to post, you must arrange transportation from Caserma Ederle to your off-post hotel. If authorized TLA, your Soldier must [sign in](#) on arrival day in order to be reimbursed for lodging.

NOTE: Taxis are not allowed on post and must be picked up outside Chapel Gate (3-min walk from USO airport shuttle stop on Caserma Ederle).

Army VCE Airport Shuttle (daily)

This free tour bus transports military ID holders between VCE Airport, Caserma Ederle, and Caserma Del Din. Due to OPSEC, your Soldier can [view the schedule online](#)  (CAC required) or a Sponsor can email it to you.

Need a VMC Phone Number or Address?

[Search the Phone Directory](#) 



Sign In & In-Processing



[Return to Main Menu](#)

Arrival & Sign-In

All newly arriving Soldiers must sign in from PCS leave. By signing in, your Soldier can begin in-processing, get travel expenses reimbursed, receive TLE (if authorized), learn housing options, etc.

All Soldiers arriving during duty hours (M-F, 0900-1630):

1. **MUST REPORT** to Central Processing Facility (CPF) across from Ederle Inn to get Leave Form signed.

All Soldiers arriving after duty hours/weekend:

2. **MUST REPORT** to CPF at 0900 on the next duty day. Leave Form will be dated with day of arrival.

Single Soldiers (<E6) arriving after duty hours/weekend:

3. Go to Ederle Inn reception desk and call barracks personnel at 335-603-8263.

Stay Connected while Traveling via Wi-Fi!

Before arriving in Italy, set up [free Wi-Fi messaging apps](#) on your smartphone or tablet. You can use them when you're connected to Wi-Fi to stay in touch as you travel. Give your Sponsor your email or U.S. phone number (even if inactive) to use in the app. **Be sure to add "+" in front of country codes (+39 Italy, +1 U.S.) or apps might not work.**

In-Processing


Soldiers are given a detailed schedule of in-processing activities to be completed within 2 weeks. CPF in-processing classes begin every Mon, Wed, Fri @ 0900.

Spouses are encouraged to attend briefings, like:

- Passport, Visa, & Soggiorno Briefing
- ACS Newcomer Orientation (CYS, School, Vet, etc.)
- Medical Benvenuti at Health Clinic
- Briefing on Legal Office, Banks & Dental Care
- Commander's Welcome Brief

TIP: Incoming families get 16 hours of free care per child. Complete [CYS Registration](#) at ACS Parent Central Services.

Family Welcome Activities

- **USO at Caserma Ederle:** Open daily 1200-2000. Grab a hot meal, watch movies, play video games, use computers, or call home at [Vicenza USO](#) 
- **ACS Benvenuti:** Get immersed in Italian culture and learn your way around during this 3-day outing.
- **ACS Teenvenuti:** Middle/high schoolers meet new friends, visit school, & learn school/local bus routes.
- **ACS Beginner's Italian & more** [welcome activities!](#)

Need a VMC Phone Number or Address?

[Search the Phone Directory](#) 



OCONUS Allowances

Soldiers in Vicenza receive monthly allowances based on rank, housing, dependents, and jump status.

Overseas Cost of Living Allowance (COLA) [Rate](#)

COLA helps offset higher prices of goods and services overseas. All Soldiers will receive COLA. The rate is based on rank, length of service, and number of dependents (up to 5). Soldiers in barracks receive a reduced COLA.

Overseas Housing Allowance (OHA) [Rate](#)

OHA is only provided to those in private rentals. This rate fluctuates monthly based on the exchange rate. It has 3 components: rental, maintenance, and move-in allowances. [See a detailed breakdown of OHA.](#)

Parachute Duty Pay (Only Eligible Soldiers) [Rate](#)

This rewards Soldiers for continuing to perform parachute duty. Soldiers with current jump orders receive jump pay.

Family Separation Allowance (FSA) [Rate](#)

FSA compensates Soldiers for added expenses incurred in the event of a forced family separation.

What's the value of your dollar?

Participate in annual OHA surveys in May and COLA surveys (every 3 years) in October at [USAG Italy](#). Your answers decide future allowance increases or decreases!

Check Orders for Tour & Family Travel

Some allowances depend on the type of tour your Soldier will serve and the type of family travel that is authorized.

Accompanied Tour (with dependents)

Concurrent Family Travel	BAH	OHA ¹	COLA	FSA
With Soldier	No	Yes	Yes	n/a
Within 60 days of Soldier	No ²	Yes ³	Yes ³	No

Deferred Family Travel

61+ days after Soldier	Yes	Yes ³	Yes ³	Yes ⁴
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Unaccompanied Tour (without dependents)

"All Others" Tour	BAH	OHA ¹	COLA	FSA
Elected by Soldier	Yes	Yes ⁵	Yes ⁵	No
Elected by Soldier due to denial of Command Sponsorship of family	Yes	Yes ⁵	Yes ⁵	Yes ⁶

NOTE: [Unaccompanied Soldiers](#) ≤E6 will reside in Barracks until family arrives, ≥E7 will get TLA and search for Housing.

¹ OHA is only for Soldiers in private rentals; begins as of move-in date.

² BAH ends as of Soldier flight date, regardless of family travel timing.

³ Soldier will receive "without dependent" rate until family arrives.

⁴ FSA is paid in full upon family arrival overseas. From date of family travel authorization, FSA will end when family arrives or in 60 days.

⁵ Soldier will receive "without dependent" rate.

⁶ FSA will be paid on monthly basis only if CS is denied due to EFMP.



Travel Reimbursements



[Return to Main Menu](#)

Travel Allowances: Keep the Receipts!

During in-processing your Soldier will fill out a Travel Voucher for certain reimbursable expenses. Funds are direct deposited in 10 days to GTCC or bank account.

Dislocation Allowance (DLA) [Rate](#)

DLA covers part of the cost of moving. DLA is based on rank and dependents. Soldiers in barracks don't get DLA.

Temporary Lodging Expense (TLE) [Rate](#) & [Calculate](#)

TLE reimburses up to 5 days of CONUS gov't lodging & meals within vicinity of current duty station during a PCS.

Meals & Incidentals (ME/I) [Rate](#)

You'll get 2 days (flight day & arrival day) of [ME/I](#). Rates:

Soldier:	(75% of ME/I rate) x 2
Spouse/Dependents 12+:	(75% of Soldier's ME/I) x 2
Dependents under 12:	(50% of Soldier's ME/I) x 2

Reimbursable Expenses (Check with TMO for details)

Reimbursable expenses include flights, mileage and tolls to go to airport or ship POV, or approved excess baggage fees. Keep receipts. Expenses associated with rental cars or pet travel (vet, flight, pet hotel fees) are not reimbursed.

Temporary Lodging Allowance (TLA) [Rate](#), [Calculate](#)

TLA reimburses Soldiers for OCONUS gov't lodging and meals during a PCS. TLA is a separate reimbursement based on paperwork submitted to Finance or on-post inn.

How do we pay for all our travel?

If your family needs financial assistance to help pay for travel expenses before your Soldier is reimbursed, check out these options:

Government Travel Charge Card ([GTCC](#))

All Soldiers on official government travel will be issued a GTCC through their gaining unit for permissible expenses (see Appendix G of [JTR Manual](#)) while on official travel orders. GTCCs may not be used while on leave status. GTCCs have no interest for 60 days. Unpaid GTCC bills have a \$29 late fee and can impact a Soldier's personal credit score. Consult the unit's travel card manager for details.

Army Emergency Relief ([AER](#)) Visit ACS for info

AER can provide financial assistance to Active Duty Soldiers, retirees, and their spouse and dependents for relocation travel, funerals, car repair, utilities, medical care, etc. Visit AER at ACS for info. Assistance includes:

- Interest-free loan (monthly repayment required)
- Grant (no repayment required)
- Combination of interest-free loan and grant

Base Pay Advance

Review all options before taking a PCS pay advance. Within 60 days of arrival, Soldiers may qualify for an advance of up to 1 month of disposable pay (after allotments, taxes, and deductions). This must be paid back within 12 months.

Submitted on Travel Voucher

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TLA Reimbursement Process



[Return to Main Menu](#)

Soldiers authorized TLA must sign-in upon arrival and submit paperwork for every **10 nights of lodging** to be reimbursed for meal and/or lodging costs. Need help paying bills before you're reimbursed? See your [financial assistance](#) options.

Off-Post Lodging TLA Reimbursement

Do not pay hotel taxes other than the city tax of ~2€ per person per night for the first 5 days.

1. 10-night Statement of Non-Availability from Ederle Inn: This is required to stay in off-post lodging. You must return to Inn every 10 days for new SNA.
2. Give a copy of the SNA to your off-post hotel.
3. Hotel Payment: Pay every 10 nights. Bill must show zero balance. Dates on Hotel bill ("fattura") and receipt must be same as Statement from Inn.

**NOTE: Request to pay in Euros, not U.S. Dollars.
Hotel fees and exchange rates are not favorable.**

4. Housing Memo: Bring PCS Orders, Statement of Non-Availability and paid hotel bill/receipt to Housing Office to get Housing Memo.
5. Finance Office: Submit Orders, original SNA, hotel fattura and payment receipt, and housing memo to CPF Finance Office. Ask for copies of all documents and keep them until you are fully reimbursed (you'll need proof of payment if incorrectly reimbursed).

Ederle Inn TLA Reimbursement

TLA forms are required to be paid per diem (meals) and for Finance to pay the Inn directly for your lodging.

1. Orders & TLA Cover Sheet: At check-in, give Inn a copy orders and fill out TLA Cover Sheet. On Sheet, the Inn will write your lodging dates (up to 10-night increments). Your Soldier must sign Cover Sheet.
2. Housing Approval: Take the TLA Cover Sheet to Housing for their signature of approval.
3. Submit Paperwork to Ederle Inn: Submit signed TLA forms to check-in desk at Inn. Initiate new TLA form for the next 10-nights (or less).

NOTE: On a weekly basis, Ederle Inn submits TLA paperwork to Housing who then authorizes its release to Finance which processes and issues TLA reimbursements.

*If receipts are processed by 20th of month, your Soldier may be reimbursed as soon as next month's pay period.

Need a VMC Phone Number or Address?

[Search the Phone Directory](#) 



Permesso di Soggiorno (Permit of Stay)

All dependents are required to apply for a soggiorno upon arrival in Italy which allows your family members to remain in Italy for the entirety of your Soldier's tour.

- **To enter Italy:** [No-Fee Passport with Italian Visa](#)
- **To stay in Italy:** Soggiorno (issued after arrival)

NOTE: Without these documents, dependents (except EU citizens) are considered tourists limited to 90 days in country with little support authorized from the U.S. Army.

NOTE: Without a No-Fee Passport and Visa, dependents must fly home at their expense to obtain them. Italian Visas are not issued in Italy.


Codice Fiscale

A Codice Fiscale is like an Italian Social Security Number. It allows you to sign up for services on the Italian economy, like registering kids for Italian schools or sports as well as signing up for utilities/internet.

- Soldiers receive a Codice Fiscale at in-processing.
- Dependents can get a Codice Fiscale at Housing. Bring ID cards, no-fee passports, and then fill out a form. It should be ready for pick up after a week.

Soggiorno Application Process

Within 8 days of arrival, all dependents (ages 14 and older) must go to the Soggiorno Office at CPF on Caserma Ederle. Do not wait to have a housing contract to start the application. Your Soldier is not required to be present.

1. Visit Soggiorno Office within 8 days of arrival to start application (must be completed within 2 months to avoid late paperwork). Bring:
 - 4 Soggiorno (not passport) photos per person
 - Free photos at the Ederle [Photo Lab](#)  (CAC)
 - Passports + Italian Visas
 - U.S. Citizen: No-Fee Passport + Italian Visa
 - Non-U.S./EU.: Foreign Passport + Italian Visa
 - PCS Orders containing dependents' names (or Orders + Command Sponsorship Memo)
 - Provide hotel address or signed copy of housing contract (private rental)/memo (gov't quarters)
 - Copy of Soldier's ID (front/back) and family IDs
2. Fingerprints: After all materials are submitted and processed, you will be asked to go downtown to the local Questura for your fingerprints appointment. CPF personnel will be there to provide assistance.
3. You are emailed when Soggiorno is ready to pick up.

Soggiorno applications can take 6+ months to process.



Child and Youth Services (CYS)

CYS helps sustain mission readiness by providing childcare and development programs for children, youth, and teens that support health, fitness, youth development, school transitions and education. Check out [CYS Programming](#).

CYS Registration at ACS Parent Central

To initiate the CYS registration process, print and fill out [registration forms](#) (and download the Parent Handbook). Or, if you're already in Italy, visit Parent Central Services at ACS to get forms. To finish registration and submit forms, set up an appointment with PCS.

CYS Registration Materials

- ID card & PCS orders (or deployment orders)
- Your Soldier's Social Security Number
- Parent/Guardian's home and work contact info
- Military & personal email addresses
- Two local Emergency contacts (other than parents)
- Immunization records
- Proof of income (all working household members)
- Childcare Fees form (5th grade & below)
- Teen form (6th-12th grade)
- Health Screening Tool/SNAP/MAPS
- Health Assessment/Sports Physical

NOTE: Don't forget to renew CYS registration every year.

CYS Childcare & Youth Centers

[Youth Centers](#) (BGCA and 4-H Curriculum) and [CYS Childcare](#) (Creative Curriculum) offer daytime and after school care as well as weekend & summer activities.

- CDC (6 weeks-kindergarten) Villaggio & Ederle
- School Age Center (1st-5th grade) Villaggio
- Youth Center (6th-12th grade) Villaggio
- Teen Center (9th-12th grade) Caserma Ederle

TIP: Incoming families get 16 hours of FREE care per child.

CYS Activities & Classes

- [Skies Unlimited](#) has great activities for all ages
- [Sports & Fitness](#) offers athletic programs
- [Hired!](#) Workforce prep for ages 15-18

CYS Parent Participation Program

Parents who volunteer with CYS can earn a reduction in childcare fees for scheduled programs (not hourly care).

Check out [School Options](#) & [Registration](#).



DoDEA School Registration

You or your Soldier must visit the Registrar's Office to complete the school registration process. Before you go, print and complete the registration forms for the DoDEA [High School](#), [Middle School](#), [Elementary School](#).

DoDEA School Registration Materials

- ID
- PCS Orders with family members' names listed
- Children's birth certificates (Kinder & 1st grade only)
- Children's passports (high school students only)
- Immunization records
- [Copy of previous school records](#)
- Copy of standardized test scores
- DoDEA-600 & 600B Student Registration Form
- F4 ESL Forms
- DoDEA-700 & 700A Consent Form
- Form 149 Request for (Previous) School Records
- DoDEA 2942.0-M-F1 Student Health Form
- School Transportation Form
- School Lunch Account Form

If applicable:

- Copy of Individual Education Plan (IEP) & 504 Plan
- Sports physical for athletic activities (6th-12th only)

CYS School Liaison Officer ([SLO Email](#))

Your SLO is one of the BEST resources you can find when transitioning to a new school. SLOs can help with:

- **School transition assistance:** Connect with your SLO *before* and *after* you move. Visit, call, or email them at Parent Central Services inside ACS.
- **Free and Reduced Meal Plan (FARM) application**
- **Link between schools, families, & command:** SLOs are subject matter resource experts for grades K-12 and can help address educational issues and needs.
- **Homeschool support:** SLOs offer info on federal and local policies and help families access CYS resources.
- **Post-Secondary preparation and guidance**

SLOs can also connect you with available educational resources, such as:

- EFMP and developmental intervention resources
- Child & Youth Behavioral Program led by MFLCs
- Elementary and Adolescent Support Counselors
- [Student to Student Sponsorship](#)

Check out [SLO School Guidance](#) on DoDEA, Italian, and homeschool options.



School Liaison Officers: Learn the ins and outs of overseas schooling from your [School Liaison Officer](#) (SLO), a subject matter expert on local school options for K-12. Check out [SLO guidance](#) for all facets of DoDEA, Italian, and homeschool options.

Facebook: Check out the list of [Vicenza education Facebook groups](#) within the military community as another resource.

DoDEA Schools

[Vicenza High School](#)

[Vicenza Middle School](#)

[Vicenza Elementary School](#)

The Elementary school has an Italian Language Emersion program. Scroll to [Youth Transition](#) for more info.

Early Start Programs

- DoDEA Sure Start
- CYS Strong Beginnings Pre-K

For more info, click and scroll down to see [Pre-School Options](#).

PTSA

Join the Parent Teacher Student Association ([PTSA](#)) and learn the latest info about Vicenza schools.

Italian Schools

Asilo (infants & toddlers)

Scuola Materna (preschool & kinder)

Scuola Elementare (elementary)

Scuola Media (middle school)

Scuola Superiore (high school)

For detailed info about Italian schools, click and scroll to [private, international schools](#). Or visit your SLO or Parent Central Services both at ACS on Caserma Ederle. And get the “Italian School Experience” pamphlet!

Learn about the Italian school system at [Classbase](#).

NOTE: Make sure you and your kids have a [Codice Fiscale](#) to register kids in Italian schools, clubs, or activities.

Homeschooling

Connect with your SLO for:

- Local resources
- Federal & local policies
- Curriculum guidelines
- Education Standards

Click and scroll down for SLO info on [homeschooling](#) with loads of homeschool resources, like:

- Vicenza homeschool groups
- Homeschooling in Italy
- Participation in specific DoD School & CYS programs
- Curriculum resources



Italian Pet Regulations

- Italy (including post) has no breed restrictions.
- Shelter for pets is required.
- Pets may not be tied up and left unattended.
- Cats must be kept indoors at all times.
- Pets must be leashed during walks.
- Pets must always have access to food & water.
- Dogs & cats are required to be microchipped.
- Dogs & cats must be vaccinated for rabies annually. Rabies tags should always be kept on pets. Your pet can be identified by its microchip or rabies tag if brought into a vet.
- Due to climate conditions, pets must be on heartworm preventative medicine as well as flea and tick control medicine at all times.

Army Veterinary Clinic

Veterinary services are provided on Longare, an Army base located 20 minutes south of Caserma Ederle. The Vet Clinic will transfer to Caserma Ederle (behind Health Clinic) by the end of 2018. At the vet clinic, there are no kennel services, no walk-in services and no emergency pet care available, so be sure to identify a private vet clinic in case of emergencies.

Pet Registration & Pet Passport

In Italy, registration of all pets is required within 10 days of arrival. You can register pets via the [Vicenza Vet Clinic Facebook page](#) or in-person at the Vet Clinic. To register your pet and receive a Pet Passport:

- PM/email/bring the Vet Clinic your completed registration form (in Facebook “Notes” section) and pet vaccination documentation.
- Schedule your pet for a leptospirosis vaccination, required for all pets upon arrival (due to higher presence of [leptospirosis bacteria](#) in Italy).

NOTE: Or, vaccinate your pets against leptospirosis prior to arrival and submit documentation to the Vet Clinic with the abovementioned paperwork.

- Follow Vet Clinic’s instructions to get a Pet Passport (for European travel & returning to U.S.):
 - Pay pet registration fee at Italian post office
 - Submit proof of payment to Italian ULSS office by Caserma Ederle and get passport
 - Get pet passport stamped by Vet Clinic

Visit the [Vet Clinic FB page](#) for pet info, kennels, ER vets, and more.

For more, read [USAG Italy’s Pet Info](#).

Need a VMC Phone Number or Address?

[Search the Phone Directory](#)



[SETAF Driver's License](#) & Motorcycles

Soldiers and dependents must have a SETAF license to register and drive a SETAF registered vehicle in Italy.

To drive a motorcycle overseas, Soldiers need an MFC Certificate and motorcycle endorsement on their U.S. license while dependents only need the endorsement.

[Vehicle Registration](#)


A maximum of 3 vehicle registrations is permitted per tour. For your primary vehicle, you won't pay Italian road tax and you will be authorized tax-free fuel coupons.

NOTE: You'll pay annual registration and Italian road tax (100€-500€ based on engine & age) for any POVs beyond your primary vehicle.

[Fuel/Oil Coupons](#) ("buono" or "coupon")

There are no gas stations on post in Italy. Paper vouchers are used to buy fuel and oil on the economy. Fuel coupons are authorized for only your primary SETAF registered vehicle and can't be sold or shared. Coupon prices exclude Italian taxes, reducing costs by about 40%.

Road Side Assistance

Only the [Automobile Club of Italy](#)  is able to provide towing services on the Autostrada (toll roads).

Vehicle Insurance Coverage in Italy

Italy has one of the highest insurance rates in Europe. In Italy, only liability insurance is required. Optional coverage includes policies such as, collision, comprehensive, towing, and personal medical coverage.

Winter Driving Requirements

From about Nov 1 - Apr 30, Italian law requires that you carry tire chains in your car or that you install Mud and Snow tires (M + S noted on tire wall) on your vehicle.

Traffic Citations

Traffic cameras are abundant in Italy and tickets can be issued up to one year AFTER a violation occurs. Get a 30% discount by paying within 5 days of getting a citation.

[Autostrada & Telepass](#)

In Italy, you'll pay tolls to use major highways. You can purchase a Telepass which is an electronic device that you put in your window to use fast pass lanes.

[Zona a Traffico Limitato](#) (ZTL)

Driving in a ZTL means big fines without a permit. ZTLs are in city centers and are marked by signs and are often accompanied by painted markings on the ground.




To drive in Italy, all Soldiers and Command Sponsored dependents are required to have a SETAF license. A SETAF license is not valid without a valid U.S. license. You must carry your U.S. license with your SETAF license. Only SETAF license holders are authorized to drive a SETAF registered vehicle.

Driving in Italy

To drive in Italy, you must have 2 types of licenses:

- Current U.S. driver license
- SETAF driver license

SETAF License Application Requirements

1. Be 18 years of age or older with a valid U.S. license.
2. Driver's Orientation: Italian driving law class (2 hours)
 - Study Italian road sign poster on 2nd Floor of CPF
 - Study the [Drivers Test Manual](#) 
3. Written test*: 50 traffic law & 50 road sign questions.
Passing: You can only miss 4 traffic & 4 sign questions.



To take the test (and receive license afterwards), bring:

- Completed form from driver's training
- U.S. license
- Military ID
- PCS Orders

***PCSing from a NATO command in Europe:** To get a SETAF license, you must attend driver's orientation and then turn in your NATO/AFI license. A written test is not required.

Driving Outside of Host Nation

SETAF driver's licenses are only valid in Italy and other NATO countries. However, not all NATO countries recognize SETAF licenses. So if you plan to travel outside of Italy, you'll need one of the following:

- **Italian Driver's License** (~216€, valid for 10 years)
Apply once you arrive in Italy at the Driver's License Office on the 2nd floor of the CPF building.
- **International Driving Permit** (\$20, renewed yearly)
If you're overseas already, you must apply or renew your IDP by mail. For an application and mailing instructions, visit either:
 - [AAA](#) 
 - [The AATA](#) 

NOTE: The U.S. Department of State authorizes only these two agencies to issue IDPs.

Visit [Drivers Testing Office](#)  for details.



Vehicle Registration



[Return to Main Menu](#)

You'll need to register all vehicles annually. Annual registration is also required to receive a new fuel card each year to purchase [fuel and oil coupons](#) for your primary vehicle. FYI, you'll need a [POA](#) to register a vehicle on your Soldier's behalf.



Learn how to [register your POV](#).


Vicenza VPC in Torri di Quartesolo


All vehicle registration activities (and temporary furniture pick up) take place at the Vehicle Processing Center (VPC):

- **VPC Inspection Warehouse:** Far right side.
- **Vehicle Registration Office:** Straight ahead.
- **Vehicle Safety Inspection:** Immediate left side.
- **Temporary Furniture Warehouse:** Behind VPC Insp.
 - Borrow transformer & AFN tv decoder here!

How do I get there without a car?

There is a free Army shuttle bus (M-F) that goes to Villaggio, Caserma Ederle, Caserma Del Din, VPC, and CIF.

Due to OPSEC, the schedule is only available online with a [CAC](#) . Or, get a copy from CPF, ACS, Ederle Inn or your [Sponsor](#) via email.

For more info, visit USAG Italy's [Vehicle Registration Office](#)  online.

Need a VMC Phone Number or Address?

[Search the Phone Directory](#) 



Vehicle Registration Process




[Return to Main Menu](#)

1. **VPC Email:** Once you're notified by email that your vehicle has arrived, visit Vehicle Registration. Bring: ID, SETAF & U.S. license, title/registration, shipping documents, orders, \$30 + 5€ (cash is best), & [POA](#).
2. **Get License Plate Number:** To get insurance, you need a license plate number. Registration will ask what size plate you need. Don't guess! Walk to VPC Inspection to ask staff the correct size for your POV.
NOTE: There are 2 plate sizes: square or rectangular (European size). Your U.S. POV may need square. To blend in better, ask if rectangular is at all possible.
3. **Request Insurance Card:** Call your insurer with your new plate number to set up insurance. USAA will email you proof of insurance. You must PRINT this email (no printers at VPC). Geico will fax proof of insurance to the Car Sales Office (on Caserma Ederle across from Commissary) which you must pick up.
4. **Pick Up Registration & Plates:** Visit Registration Office with insurance paperwork and all other documents. Pay fees: \$30USD + 5€ (cash is best). You'll receive plates and registration. Keep registration in the vehicle at all times.
5. **VPC Inspection:** After getting plates, walk to VPC Inspection to complete vehicle damage inspection.

NOTE: The inspector must give you the inspection sheet (back side of original pre-departure inspection form you completed) to note new vehicle damages.

Do not let the inspector persuade you to only note damages that they agree with. There is a specific section for YOU to note damages and a separate section for THEM to indicate what they agree to cover. Disagreements can be handled later by [JAG](#).

NOTE: DO NOT LEAVE VPC before completing your inspection. VPC inspectors might recommend you wash your car first to see damage more easily. DO NOT DO THIS. **List all damage before leaving VPC.**

6. **License Plate Installation:** You must mount license plates on POV prior to safety inspection. Options:
 - If no drilling is required, ask if VPC Inspection Warehouse can install plates after inspection.
 - Bring tools to the VPC to install plates yourself.
 - Pay Auto Skills Center to install them. [Fees](#) .
7. **Vehicle Safety Inspection:** Bring your registration paperwork, orders, ID, insurance, POA and required orange vest, warning triangle, and first aid kit (not for sale at VPC!). Expect ~15 min. wait per vehicle.
8. **Vehicle Registration & Fuel Coupon Card:** Return to the Registration Office to submit safety inspection form and get your [fuel/oil coupon card](#).

Need a VMC Phone Number or Address?

[Search the Phone Directory](#) 



Fuel & Oil Coupons

Fuel and oil vouchers are used instead of cash or debit cards to buy vehicle fuel or oil on the economy. There are no gas stations on military installations in Italy.

Fuel/oil coupon prices exclude Italian taxes, reducing fuel costs by 40%. Fuel coupons are authorized for only one primary SETAF registered vehicle. The number of liters you are able to purchase each month depends on your vehicle's engine size. Learn [how to buy fuel coupons](#).

Where to Use Fuel Coupons

Coupons are accepted at only 2 Italian gas chains, AGIP and ENI. Coupons are not valid outside of Italy.

NOTE: Always ask BEFORE pumping gas if the station accepts coupons. Only Autostrada AGIP and ENI stations are required to accept the coupons, and sometimes only local stations near post will recognize and accept them.

Gas Station Hours

To use gas coupons there must be a gas attendant present.

Mon-Sat: Closed between 1200-1430

Sunday and Holidays: Autostrada gas stations are 24/7; attendants are on duty every day during business hours.

One-time Newcomer Fuel Coupons

Don't buy fuel on the economy when you first get here! If you are driving around town in a rental vehicle or if you have your vehicle but have not completed the vehicle registration process, you can sign up for a one-time purchase of newcomer fuel coupons to avoid paying for gas out-of-pocket at the "with tax" rate.

The newcomer fuel coupons do not count against your monthly allotment of fuel coupons. To get them:

1. Go to Logistics, building 66 on Caserma Ederle (across from Auto Skills Center): Enter and go to the last door on the right.
2. Bring PCS Orders and vehicle registration paperwork (or rental car contract) to get a fuel coupon card.
3. Take your card to the PX and buy some coupons!

Fuel Coupon Expiration & Refunds

Coupons purchased from Customer Service at the PX are valid until Sept 30 of every year, regardless of the month in which you bought them. Any unused coupons can be returned for a refund at the original purchase price (noted on the front of your coupon booklet). Returns of unused coupons must be made by Nov 20 each year.



Buy Fuel Coupons at the PX

1. **Fuel Card:** A fuel card authorizes you to buy a certain number of tax-free liters of fuel each month based on your primary vehicle's engine size. After completing [vehicle registration](#), you'll receive a fuel card. You can also get a [Newcomer Fuel Card](#) before completing registration. Then take your card to Customer Service at the PX to buy coupons.

NOTE: To buy coupons, be sure your name and signature are on the fuel card.

2. **Purchase Fuel Coupons:** After turning in your fuel card to the PX, you can buy fuel coupon booklets from Customer Service at the PX. The vouchers come in booklets of 100 liters or 200 liters with denominations of 1, 2, 5, 10, and 20 liter coupons. Fuel Coupon prices are fixed at the beginning of each month.
3. **AGIP/ENI Gas Stations:** Coupons are only accepted at AGIP and ENI stations (always on the autostrada, sometimes at local stations). Always ask gas station attendants before pumping fuel if they accept coupons.

NOTE: Fuel cards are good for 1 year. To get a new card every year, submit a new safety inspection form and updated insurance to Vehicle Registration.

Pumping Gas Off-Post

1. **Pump Fuel:** Use only ENI or AGIP gas stations. If your vehicle takes unleaded gas, only use Green "Super" pumps. **Don't use "Super S" or "Super+" otherwise you will have to pay out-of-pocket for fuel.**

Benzina:	Unleaded Gas
Gasolio:	Diesel
Fai da Te:	Self Service
Servito:	Full Service

Yellow Pump:	Diesel
Blue Pump:	Diesel+
Green Pump:	Super Unleaded Gasoline (95 Octane), Super-S (98), or Super+ (100)

2. **Provide Fuel Coupon:** After pumping, just sign, date, and add your license plate number to a coupon and give it to the gas station attendant. Done!

NOTE: At full service pumps, there's no need to tip. Just remember your gas attendants at the holidays!


[Return to Main Menu](#)



Toll Payment Methods

1. Cash
 - Enter Autostrada: Push red button. Take ticket.
 - Exit Autostrada: Insert Ticket. Throw required change in bucket or insert bills. Gate will lift.
2. Card: Debit, Credit, or Via Card (pre-paid toll card)
 - Same process as above, but with card.
 - Buy Via Cards at Punto Blu points, tobacco shops, toll booth operators, Autogrills, highway gas stations


NOTE: Chip cards present fewest issues at booths.
3. Telepass: Device attaches to window and debits your account when you drive through a Telepass lane.
 - Enter Autostrada: Camera scans window device.
 - Exit Autostrada: Camera scans window device. When the camera validates device and the light is green, you can go.



Calculate Italian Autostrada Fees

Visit the [Autostrada website](#)  to estimate tolls. In far left column, input your departure and arrival city and submit.

Where to buy a Telepass

- [Vicenza Ovest Punto Blu](#)  autostrada station. Toll fees are automatically debited from your account. Fees may apply.
- BNL on post. Toll fees are automatically debited from your account. Extra set up and service charges apply.

NOTE: Telepass holders sometimes complain that cameras don't consistently scan their window device, meaning you could pay extra fees later if you go through the gate without getting a green light. Just know that if you don't get a green light, it's difficult to back out of Telepass lane to get over to cash/credit lane due to the multitude of cars behind you.

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Zona a Traffico Limitato (ZTL)

[Return to Main Menu](#)

What is a “Zona a Traffico Limitato”?

ZTLs are limited traffic zones meant to reduce traffic and pollution and improve pedestrian safety in busy city centers by allowing only vehicles with permits to enter the ZTL. Some ZTLs are in effect 24/7 while other cities may implement ZTL rules only during rush hour. Learn to read and identify ZTL signs along with any exceptions listed.

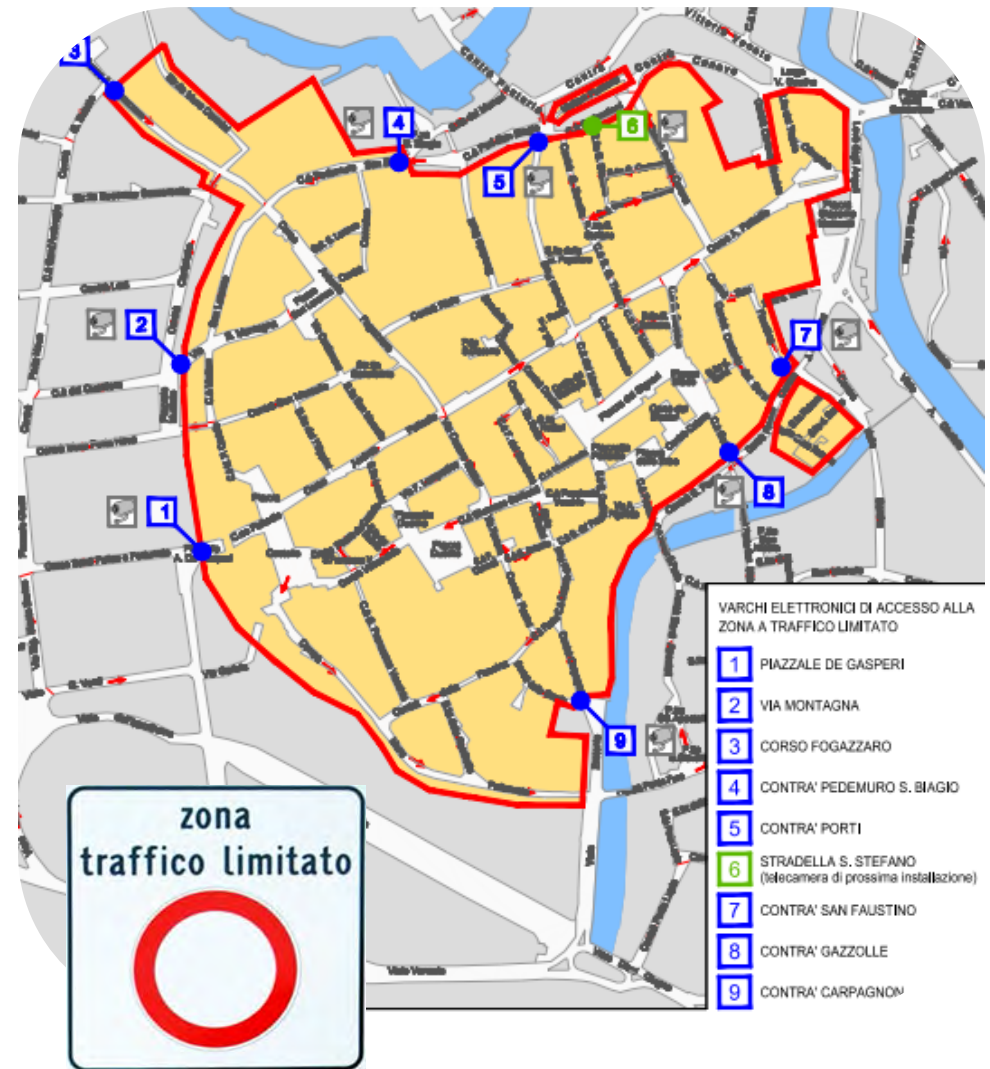
Avoid steep fines by learning to recognize ZTLs:

- Look for posted ZTL signs and road markings
- Only authorized resident vehicles may travel in ZTLs
- Zones are monitored by cameras
- Tickets are issued automatically to registered owner
- Tickets can be issued up to 1 year after incident
- You are fined for entering AND exiting ZTLs
- Don't trust GPS to warn you about ZTLs
- ZTLs are often on one-way or narrow city streets and difficult to back out of, so know the roads!

TIP: Google “City Name + Zona a Traffico Limitato” to find a ZTL Map of an area you are visiting.

NOTE: If you plan on living in downtown Vicenza, you will be issued a permit that allows you to enter the ZTL.

Downtown [Vicenza ZTL Map](#)



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Medical In-Processing

To ensure your Soldier and family are enrolled in TRICARE to receive healthcare in Italy:

1. Your Soldier will need a copy of PCS Orders to complete TRICARE Enrollment forms during in-processing.
2. Submit all medical and dental records to the Medical Records desk on the ground floor of the Health Clinic.


TIP: Soldiers and dependents can receive a copy of their medical file once per year from Medical Records.

3. [Medical Benvenuti](#) : Soldiers must attend this brief at the Health Clinic to learn about medical care overseas. **Family Medical Benvenuti is every Wed, 1:15-2:00pm.**

Self-Care at On-Post Pharmacy

Need an over-the-counter med for a minor issue? Grab a number at the Clinic's pharmacy and a pharmacist will help take care of you. No appointment needed!

Off-Post & After-Hours Pharmacies




Italian pharmacists often speak some English and can offer you a prescription based on your symptoms. To find the nearest after-hours pharmacy, check the sign on any pharmacy door or see a list of [Farmacia di Turno](#) .

[Vicenza Army Health Clinic](#)

The Clinic provides a range of primary care services during regular duty hours, Mon-Fri. However, the Clinic has no weekend, inpatient, ER, [OB or childbirth services](#).

In addition to primary care, the Clinic offers laboratory, limited radiology, physical therapy, optometry, audiology, dermatology, immunization, preventive medicine/nutrition, and behavioral health services.

Most specialty consults and procedures are referred to Landstuhl Medical Center (Germany), the local TRICARE network (Vicenza), or Aviano Air Base (2 hrs away).

You can also call the free [Nurse Advice Line](#)  and save time using [TRICARE Online](#)  to make appointments and access your health records. Securely message your doctor and get Rx renewals, labs, etc. at [Relay Health](#) .

ER Services & Off-Post Medical Care

There are no ER services on post. The San Bortolo Hospital in downtown Vicenza currently serves as the emergency medical facility for the Vicenza U.S. military community. Patient Liaisons are available 24/7 to translate conversations between patients and Italian medical staff.

San Bortolo Hospital: Viale Ferinando Rodolfi, 37, Vicenza
Patient Liaison/Interpreter Phone: 0444 75-3300 (24/7)



Keep Dependent Dental Insurance

All dependent (adult and pediatric) dental care at the Army Dental Clinic is on a space-available basis. As such, many dependents see local dentists. So, keep or enroll your family in [TRICARE Dental insurance](#) to ensure your family has access to care when they need it.

Dependent Dental Care

On-post: Call the Dental Clinic for availability. Be aware that there is only one pediatric dentist at the Clinic. Also, patients under 18 may have an adult accompany them, but **kids cannot attend adult appointments**. Tune in for Dental Clinic updates and openings at the monthly [Info-X](#).

Off-post: No referral is needed to use TRICARE insurance for dental treatment (except orthodontics). Ask the Clinic or search “Vicenza” to [Find A Dentist- OCONUS](#).

Dental Sick Call & Emergencies

Emergent Dental Need: Dental Clinic during Sick Call hours (e.g. severe tooth pain, chipped tooth, etc.)

True Dental Emergency: Dental Clinic (immediate care) (e.g. permanent tooth loss, oral bleeding, mouth swelling)

Dental + Medical Emergency: [San Bortolo ER](#) or call 118 (e.g. head injury, trouble breathing, nausea/vomiting)

Orthodontic Care

Orthodontic treatment at the Dental Clinic is only available on a Space-A basis for Active Duty Soldiers and dependent children. **Soldiers and children arriving in Vicenza with orthodontic appliances or braces are not guaranteed on-post treatment.** (Active duty Soldiers treated by another military orthodontist are usually approved for on-post care.) Most patients receive off-post referrals to start or continue care at their expense.

To determine your eligibility for orthodontic care:

1. **In care already?** Set up a screening with the on-post orthodontist ASAP to determine eligibility for on-post care. If you intend to go off-post, just ask for a Statement of Non-Availability (for insurance claims).
Want to start? First, schedule a screening with an on-post dentist who will determine if you’re eligible for an ortho consult. If you are, set up an on-post ortho consult to determine if you qualify for care.
2. **Off-post referrals:** Get a Statement of Non-Availability from the Clinic’s orthodontist in order to submit insurance claims for off-post care. Ask the Dental Clinic about off-post orthodontists who accept TRICARE Dental insurance.

TIP: Learn about your ortho benefits OCONUS (50%) vs. CONUS (25%) in the [TRICARE Dental Benefit Booklet](#)!



Vicenza Army Optometry Clinic

The Optometry Clinic at the Vicenza Army Health Clinic provides routine eye exams for dependents. However, TRICARE does cover eye exams from qualified overseas optometrists with a primary care referral. If you require additional optometry services aside from those listed below, you may be referred to San Bortolo Hospital in Vicenza or Landstuhl Medical Center in Germany.

Bring the following to an eye exam:

- Current prescription glasses
- Contact lenses and box (or current prescription)

Optometry Services	Active Duty	Dependents
Routine Eye Exams	Yes	Yes
Provide Glasses	Yes	No*
Provide Contacts	No	No*
Refractive Surgery	Yes	No

*TRICARE covers glasses/contacts for certain conditions.

Contact Lenses

To receive a new prescription for contact lenses, you must first schedule an eye exam at the Optometry Clinic where the optometrist will provide you with a set of trial contact lenses. You must return to the Clinic for a follow up appointment to receive your final prescription.

Soldiers, Be Green on Medpros!

To ensure your Soldier is medically fit for trainings and deployments, he or she must be “green” (up-to-date) on “medpros” (medical protection system). This means your Soldier has the necessary medical equipment (eyewear, etc.) to fulfill his or her job responsibilities.

During in-processing, your Soldier needs to visit the Health Clinic, including Optometry, to receive any necessary medpros.

Refractive Eye Surgery

For an Active Duty Soldier to be authorized refractive surgery (Lasik or PRK), he or she must meet the following criteria:

- Be 21 or older
- At least 18 months from ETS based on surgery date
- Stable prescription with at least 2 years of history

NOTE: Remember, post-op follow up exams are essential, especially at 1 and 3 months after surgery.



Pregnancy Overseas

While the Vicenza Army Health Clinic at Caserma Ederle has pregnancy testing, it does not provide ER, OB or child delivery services. These services are provided by:

Prenatal Care

- OB Clinic next to San Bortolo Hospital (Vicenza)
 - All-female medical staff who speak English
 - Records in Italian and translated to English
- Casa di Cura Eretenia (Vicenza)
 - Records are only in Italian
- Women's Health Clinic (Aviano AFB, 2 hrs away)
 - Last patients accepted will be late 2017

Childbirth

- San Bortolo Hospital (Vicenza)
 - Twin gestation, VBAC, high risk, & NICU/ICU
 - Patient Liaisons/Interpreters available 24/7
 - Records in Italian and translated to English
- Storknest/Delivery at Aviano AFB Birth Center (Italy)
 - No services for twin gestation or VBAC
 - For NICU/ICU: local Pordenone hospital
- Storknest/Delivery at Landstuhl Med Ctr (Germany)
 - Prenatal care will be at Aviano AFB (Italy)
- Return to Continental United States (CONUS)
 - Travel is at your own expense

For details, read [Prenatal Care and Childbirth in Italy](#) .

What is Storknesting?

Expectant mothers giving birth at Aviano or Landstuhl will storknest there, meaning live-in lodging, starting at 38 weeks until delivery. Patients will be authorized reimbursement of travel, lodging, and per diem after medical TDY orders are processed. Since Soldiers might not join their storknesting wives until shortly before delivery, sign up for the Storknester Sponsorship Program to be matched with a local military spouse and mom.

Support for Expectant Parents

Maternal Education at Vicenza Army Health Clinic, 2nd FL
Prenatal Orientation (weekly)

- After lab pregnancy test, RSVP at Primary Care 1st FL
- Required prior to prenatal care referral

Childbirth Boot Camp (monthly) [advised at 3rd tri.]

Maternal Health Kits from American Red Cross

These kits provide items that are helpful during and after childbirth at San Bortolo Hospital. The items help bridge the gap between giving birth in the U.S. and Italy.

If you're at 36 weeks, pick up your kit, which includes:

- Hospital gown, infant blanket/hat, nursing pads
- Cold compress, mesh underwear, pads
- Red Cross tote and cup

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Birth Registration & Parent Support

[Return to Main Menu](#)

Birth Registration

In Vicenza, you only have 10 days to register your baby's birth at Vicenza City Hall ("Municipio"), including the day your baby is born. If your baby is born in Vicenza:

1. Ensure parents' name on hospital Birth Statement is the **exact same** as passport or military ID (if Soldier).
2. Make an appointment with Military Personnel Division (MPD) to create a registration packet and to set up a City Hall registration appointment. Bring:
 - Original Birth Statement from hospital
 - Soldier's military ID & spouse's passport
 - Marriage License

NOTE: MPD can take a maximum of 3 families per week to City Hall, so schedule your appointment ASAP.

NOTE: Notify MPD if you'll need an infant car seat.

3. Arrive at MPD on your scheduled date to register your baby for an Italian birth certificate at City Hall where you'll receive 3 Italian and 5 int'l birth certificates (FR/EN/DE/IT certified translations).

NOTE: If parents are married, only one parent must be present at registration. If not, both must be present.

NOTE: Process differs for sites outside of Vicenza.

Check out [FB pages for Vicenza parents.](#)

What's next? Enroll your infant

With your infant's birth certificate, visit CPF for Command Sponsorship and DEERS registration; the Passport Office for a no-fee passport; and the Clinic's TRICARE Enrollment Office to register your infant in TRICARE.

NOTE: If your Soldier cannot be present to register your baby in DEERS, you must have a [POA](#).

Parent & Infant Programs

New Parent Support Program (NPSP) at ACS Baby Café

NPSP serves families with children ages 0-3. Registered nurses and licensed social workers provide parents with education, training, and deployment support, including:

- Breast Feeding Basics (monthly) [advised at 3rd tri.]
- Bringing Baby Home (monthly) [advised at 3rd tri.]
- Baby Wearing (monthly)
- Infant Massage (twice/month)
- Romp-N-Stomp Playgroup (weekly)
- Baby & Me Infant Playtime (every other week)

Women, Infants, and Children (WIC) Program (bldg 169)

The WIC Overseas program supports infants and children as well as pregnant, postpartum, and breastfeeding women by providing nutritional education and assistance.

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Finding a Home



[Return to Main Menu](#)

Get ready. Set. Go start your housing search... and be patient.

Accompanied Soldiers will have one of 3 housing options based on rank and the availability of government housing.

Mandatory Housing Policy: If your family qualifies to live on Villaggio and housing is available, you must accept it. If no homes are available on Villaggio, you must live in a government-leased home as long as there are at least 2 homes to choose from in inventory. If no government homes are available then your family will be allowed to search for private housing.



Villaggio Gov't Housing (No OHA)

Villaggio is a gated military community that is not part of Caserma Ederle but is connected to it via a regular shuttle bus and walking path. Military ID is required to enter. The gov't pays all rent and utilities.

Facilities at Villaggio:

- Schools & CDC
- Teen Center
- Shoppette
- U-Do-It Center



Government Leased Housing (No OHA)


These are private homes within the local community that meet particular standards and which are leased to the Army.

You do not pay any rent or utilities because the government covers these costs for you. As such, you will not receive any Overseas Housing Allowance (OHA).



[Private Housing](#) (OHA)

These are private homes vetted by Housing or found by a realtor. You are responsible for rent and utilities. To receive [OHA](#), your Soldier must submit a copy of your lease to the S1 (generally prior to 20th to receive OHA at next pay period). Search for private homes with:

- [Homes.mil](#) : Vetted by Housing
- Private realtor (fee of 1 month's rent + 22% tax is at your expense). Housing has a list of realtors.

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Housing Eligibility



[Return to Main Menu](#)

Temporary Lodging & Housing Eligibility

The type of tour your Soldier elects and the status of dependent travel will determine your Soldier's lodging and housing eligibility upon arrival in Italy.

ACCOMPANIED TOURS	Arrival Lodging	Eligible for Housing
Concurrent Family Travel (family arrives with Soldier)		
All Ranks	hotel (TLA)	Yes
Concurrent Family Travel (within 60 days of Soldier)		
≥ E-7	hotel (TLA)	Yes
≤ E-6	Barracks*	Yes
Deferred Family Travel (61+ days after Soldier)		
≥ E-7	hotel (TLA)	Yes
≤ E-6	Barracks	No**
UNACCOMPANIED TOUR		
"All Others" Tour (no dependents)		
≥ E-7	hotel (TLA)	Yes
≤ E-6	Barracks	No

* Eligible for [TLA](#) upon family arrival.

** Eligible for housing upon approval of command sponsorship of dependents & receipt of amended orders.

NOTE for ≤E6: Stop meal deduction after family arrives.

Housing Eligibility Process

- Housing In-Processing Brief:** Unaccompanied and accompanied Soldiers will learn about official Housing policies at this brief. **Spouses are welcome to attend.**
- Quarters Eligibility Meeting at CPF:** Each Soldier meets with the Housing Rep to determine housing eligibility based on rank, housing availability, and dependents.
 - Villaggio:** If your family qualifies for Villaggio and housing is available, you must accept it.
 - Government-Leased:** If Villaggio housing isn't available, or you don't qualify for Villaggio, your family will live in a government-leased home.
 - Private Housing:** If government housing isn't available, your family will rent private housing.
- Leasing a Home:** The off-post Housing Office will then provide details of your specific housing quarters. To get to Housing, exit the "Housing Gate" and walk 100m to the bright yellow building behind iron gates on right.
 - Villaggio/Govt-Leased:** Your family can set up a "showing" of your new home with a Housing Inspector prior to signing your lease.
 - Private Housing:** Housing Office will brief eligible Soldiers & families on the [private rental process](#).

NOTE: Soldiers must wear civilian clothes when off-post.

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Housing Allowance (OHA)



[Return to Main Menu](#)

Overseas Housing Allowance (OHA) is more complex than stateside Basic Allowance for Housing (BAH). Housing authorizes OHA only when government quarters are not available, meaning you have to lease a private rental. Those living in government or off-post government-leased housing don't receive OHA because the government pays all rent/utility expenses.

OHA includes Multiple Allowances

Only military members assigned to privately leased housing will receive OHA. There are 3 elements of OHA:

1. Rent: Monthly (\$ for \$)

You will not keep any allowance above your actual rent. If your rent is lower than your allowance, it's in your best interest to [negotiate upgrades](#) into your contract and pay more up to your max allowance.

NOTE: Renting a property above your maximum allowance requires command approval.

2. Utility and Maintenance: Monthly (lump sum)

If you are responsible for all your utilities, you will receive the full amount every month.

3. Move-In Housing Allowance (MIHA): One-time

There are 2 MIHAs you receive for private housing:

- MIHA Miscellaneous (for you)
- MIHA Paint & Repair (for landlord)

NOTE: OHA fluctuates monthly based on exchange rate.

MIHA Allowance Details

MIHA Miscellaneous is a one-time lump sum payment meant to defray the costs of moving into an Italian home. It is meant for you to purchase things you wouldn't otherwise need if you were in the U.S., like electric transformers, utility installation charges, window screens (if not in contract), curtains, etc. It is separate from DLA.

MIHA Painting Fee is a one-time fee equal to one month's rent. Your Soldier is responsible for paying the entire Painting Fee to the landlord. Provide the Housing Office with a copy of your payment to the landlord for your file.

When does OHA start and TLA end?

[TLA](#) and OHA cannot overlap. TLA ends as soon as housing is available, meaning when your housing lease (and OHA) begins. FYI, if you delay moving into available housing for personal reasons, you will have to pay out-of-pocket for any extra nights of lodging.

See [OHA Calculator](#) & [OHA FAQs](#).

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Private House Hunting



[Return to Main Menu](#)

1. **Attend Private Rental Brief at Housing Office:** If you're eligible for private housing, the Housing Rep at CPF will schedule you for a Private Rental Brief at Housing (off-post) to learn about the private rental process. **Soldiers must be in civilian clothes when off-post.**

2. **Search for a Private Rental via www.homes.mil** : Create an account and search daily for private rental listings extensively vetted and approved by Housing.

TIP: Can't find a house to fit your family? The Housing Office may authorize reimbursement of realtor fees if you use one of their recommended realtors!

3. **Search for a Private Rental via a Realtor:** While a realtor may offer more selection, remember that they probably don't vet homes as thoroughly as the Housing Office and ALL REALTOR FEES are at your own expense (usually 1 month's rent + 22% tax). When you find a home through a realtor, Housing will help you negotiate and finalize your rental contract.

- **Housing Recommended Realtor:** Landlord can request 1 month's rent. You pay realtor fees.
- **Private Realtor:** The landlord can request up to 3 months' rent in advance. You pay realtor fees.

TIP: If you find a home through a realtor, ask if Housing has it on file to read comments from previous tenants.

4. **House Viewing:** To view a home from homes.mil, you must make requests in-person at the Housing Office. Each requested home is put on hold (max of 2 homes at a time), meaning nobody else can view it.

- A taxi interpreter will pick you up at Housing or ACS to see your requested homes. **You must provide car seats for kids. Need a seat? Borrow one from the [ACS Lending Closet](#).**
- You may see up to 5 homes with an interpreter.

TIP: If you have a car, ask a Housing Office staff member for the addresses of homes you're interested in. Then you can pass by the homes to see if you'd actually like to visit them with an interpreter.

5. **[Considerations before Choosing a Home](#):** Don't take the first thing you see, but don't pass up a good thing either. Notify housing within 24 hours of viewing a home that you would like to rent it; otherwise it goes back on the market.

6. **[Negotiating and Signing a Lease](#):** Make all the necessary preparations *before* walking into your contract negotiation and lease signing.

TIP: Searching for housing can be a lengthy process. Don't rush. Be patient. It's worth taking time to find a home your family can enjoy while in Italy.



Private Housing Considerations

[Return to Main Menu](#)

When you're looking at private rentals, read through the lists below to make sure you don't overlook anything.

What to Consider Before Leasing

- Is a school transportation stop close to the home?
- Have any tenants had problems with the landlord?
- Are the AC units cleaned and maintained yearly?
- Are there sufficient AC units?
- Are there hookups for U.S. washer and dryers?
- Ask to see previous years electric, gas, water bills.
- Is home part of a co-op with central heat/air? If so, you can't use [UTEP](#) program to reduce heating bills.
- Is there city electricity and gas (cheaper)?
- Is there space for pets (inside and outside)?
- Is garage height and width sufficient for your car?
- Have allergies? Are there many farms nearby?
- Is the garage door and property gate electric? Is it also manual in case of power outages?
- What is the home's Energy Rating? Scale is A-G. A is excellent, G is poor. Better grades are more energy efficient and you'll pay less to heat/cool a home. Older homes: ~E; Newer homes: ~B. Homes rated "A" likely have solar panels. Choose wisely.

TIP: Before [negotiations](#), ask Housing for the comments left by previous tenants about the landlord and the home.

What to Negotiate into your Contract

Kitchen

Additional electrical outlets & Italian appliances
Updated cabinets and countertops

General

Window/door screens*
Ceiling fans and curtains
Additional AC units & AC cleanings (specify schedule)
Extra closets or wardrobes
Italian washer & dryer (better than temp. furniture units)
Smoke, Natural Gas, and Carbon Monoxide Detectors
AFN satellite installation and maintenance
Additional locks or safety features
Size of electric meter (determines electrical output)
Pets (include permission to have pets in your lease)

Outdoors

Lawn/tree/hedge cut (specify schedule)
Mosquito sprayings (specify schedule)
Fencing (for the benefit of kids or pets)
Electric/manual property gate

*Mosquitoes, esp. the Asian Tiger, are rampant in Italy during warm months. Screens are a must where possible.

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Private Housing Lease Negotiation

[Return to Main Menu](#)

Once you decide on a rental, call or visit Housing as soon as possible to start the negotiation and lease process.

Negotiation Process

1. **Phone Negotiation Appointment:** Housing will set up a time and date for you to meet with a bilingual staff member versed in rental contract negotiations. With you present, Housing staff will negotiate your contract over the phone with the Italian landlord. If everyone agrees to the conditions of the contract, all parties will come back to sign the lease.
 - [Come prepared!](#) Bring your home repair or update requests with you. If it is not in your contract, it might be hard to change it later.
2. **Lease Signing:** After negotiations, you will come back to Housing, usually within a week, to meet with your Housing negotiator and landlord. This will be a 2-3 hour meeting to review and sign the final lease agreement.
3. **Utilities & Temporary Furniture:** On the day you sign the lease contract, Housing will make appointments for you to set up gas, water, and electric. You'll also select temporary furniture (warehouse at [VPC Inspection facility](#)) to use while you wait for your HHG to arrive.
4. **Home Inspection:** After signing your contract, a Housing interpreter will drive you to the rental home one more time to complete a home inspection with the landlord. You'll receive house keys that day, but you won't be able to move in yet.
 - **Read before signing!** Make sure any problems, malfunctioning equipment (confirm A/C units run cold, etc.), and damage to property (flooring, walls, appliances, etc.) are noted on the inspection paperwork before you sign it.
5. **Deposit:** Prior to moving in you must pay the landlord a deposit, usually equal to one month's rent. Submit a copy of your deposit payment to Housing.
6. **Move in! Delivery of Temp Furniture:** On your move-in day, your requested temporary furniture, including any necessary appliances, will be delivered by an Italian moving company, with at least one English speaker.
7. **HHG Arrival & Pick up of Temp Furniture:** Call the Furniture Warehouse (at the [VPC](#)) at least 4-5 days in advance of [HHG arrival](#) to set a date for temporary furniture pick up. Movers will come one other time to pick up your appliances prior to moving out.

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Soggiorno

All Command Sponsored dependents are required to apply for a [Soggiorno](#) (residence) permit in order to stay in Italy. Your lease contract is part of that application. The landlord has 30 days from the date your rental contract was signed to submit the lease to the city, have it stamped, and then send a copy to you. You then have 90 days to bring the necessary documents and your lease to the Soggiorno Office in the CPF Building at Caserma Ederle to finalize your Soggiorno application.

Renter's Insurance

In Italy, tenants are responsible for fire damage (without evidence to contrary). It's recommended that you purchase a fire insurance policy that covers damage to the rental property and your personal possessions in case of a fire. Tenants are also liable for any damages caused by guests, family, or pets. Insure your household goods and rental property accordingly.

Detectors/Alarms for your Home


Smoke, carbon monoxide, and natural gas detectors aren't required in homes by Italian law. Consider buying them for your home or negotiate them into your lease. Visit the Fire Department on post if you have questions.

Fresh Air and Light: Enemies of Mold

Regardless of the season, Italians open curtains and windows every day for 15 minutes to let in fresh air and natural light to kill mold spores. Be smart and do the same!

Villaggio U-Do-It & ACS Lending Closet

Military families can borrow yard equipment and tools from the U-Do-It Center on Villaggio for 24 hours (private rentals) or 48 hours (gov't housing). If you live in government housing, you can even get things like paint and grass seed! Bring orders and your Soldier to sign up.

With orders, local phone number, CMR Box, and military ID, the [ACS Lending Closet](#)  will loan basic home goods, such as toasters, vacuums, cribs, and car seats to incoming and outgoing families for up to 30 days.

[How to Pay Rent and Bills](#)

Whether you pay bills at your bank, via wire transfer, or at a tobacco shop, keep a record of ALL rental and utility payments. Bill notices and even payments are easily lost or misrouted. Your own proof of payment may be the only evidence to prove you paid your bills on time.

TIP: Set up online accounts for each utility company to keep tabs on due dates and billing fees



If you live in Villaggio housing or in a government leased house, you won't pay for any utilities. However, if you rent from an Italian landlord, you'll set up (with the help of an interpreter from Housing) and [pay for your utilities](#).

NOTE: Italian bills are sent about every 2 months. You may only have a week to pay once the bill arrives - watch your mailbox!

NOTE: Utility and internet set up fees can be fairly high, so save up for your initial utility and cable/internet installation fees.

Electricity

Electricity Fee Schedule*

High Rate Time: 0800-1900, M-F

Low Rate Time: 1900-0800, M-F; Sat, Sun, Italian holidays

* Confirm fee schedule with your electricity provider.

Private Rental Electricity

Italian households have lower energy needs and their homes are often unable to handle high energy demands (e.g. dryer + dishwasher + microwave at once).

However, a government-leased home or private rental must meet the minimum requirement of 4.0 kilowatts, but can range from 4.0-6.6kW.


For about \$300 you can increase the available kilowatts in your rental. The higher the kW the greater the number of large appliances you can run at one time. But, be aware that a higher range of kW can mean a higher fee for electricity. Ask your electricity provider.

Signing Up for Electricity

1. **Lease Signing:** An interpreter from the Housing Office will take you to sign up for electricity. This appointment will be scheduled on the day you sign your lease agreement.
2. **Electric Appointment:** An interpreter assists you in setting up your contract in-person with the electric company.
3. **Contract:** About 10 days after signing up for electricity, you will get an initial bill and contract in the mail. You must take the contract to Housing and sign it. Housing will submit the contract on your behalf to the electric company.

NOTE: Be prepared to pay a contract fee and refundable deposit.

NOTE: If the interpreter has to bring multiple people to set up electric, you may want to drive to the electric company (very close to Caserma Ederle) so you can leave when you're done.

NOTE: All electric customers are charged an Italian [public tv license fee](#)  ("canone Rai"), about 100€/year in installments. If it's on your bill, contact Housing to learn how to get a refund.



Water

If you're in a private rental, water bills are sent to your landlord usually. Pay this bill through your bank, not directly to the landlord. Keep receipts of all bill payments.

If you haven't received a water bill from your landlord, be sure to ask for a copy and pay it as soon as possible. Bills may arrive every 2-3 months or 6 months.

NOTE: Water in Italy is much harder than in the U.S.

Internet

Ask your landlord during your contract signing to recommend the best internet provider for your area.

Possible Providers (other options may be available)

ADSL: Tim, Wind, Vodafone, Fast Web, Trivenet, Infostrada

Satellite: Telemar, Open Skies

To sign up for internet at the Cell Phone Store on post, bring a [codice fiscale](#), orders and passport to make your installation appointment as soon as you sign your housing contract. The average time to get an installation appointment is 2-4 weeks from your request. However, they are cancelled often. Once installed, internet can sometimes take 3-7 days to begin working.

NOTE: Sometimes off-post stores have cheaper deals. Take info to ACS's translator for help with understanding plans.

Heating


Italian homes are heated either by natural gas, oil, or wood/pellet stoves. Most homes use radiators to heat each room while newer homes have heated floors.

Radiator TIP: Check for leaks! Leakage means low pressure in your radiators and high energy bills for you.

Oil TIP: If your home uses oil, find out when the best time of the year is to purchase your oil in bulk.

Billing TIP: If you think your heating bills will be very high, considering signing up in the Fall for the Utility Tax Exemption Program ([UTEP](#)) at TRO on Caserma Ederle to eliminate taxes on your home heating bill.

Cable

[American Forces Network](#)  (AFN) **Satellite TV:** Free. AFN requires a satellite and cable box. A box is issued along with 1 transformer at the temporary furnishing warehouse behind the VPC Inspection warehouse. Negotiate dish installation/maintenance into your lease.

TKS Cable/Internet: This German company provides English language programming and billing. There is no VAT tax and no contract. Office is in same building as laundry services on Caserma Ederle (across from post office).

Sky Cable: Italian programming.



HHG Arrival



[Return to Main Menu](#)

1. **HHG Arrival Email:** Your Soldier will receive an email once your HHG has arrived. Your soldier has 3 hours to respond and request a specific delivery date. Dates book fast during the peak summer PCS season.
2. **Schedule Temporary Furniture Pick Up:** Call the Warehouse at least 3 days before desired pick up.
3. **Before Unpacking:** Let movers know what you expect.
 - Will movers unload only? Unpack all/some boxes? Are rooms labeled to indicate where boxes go?
 - Be thankful for the movers' work and perhaps offer refreshing drinks and snacks.
4. **Unloading:** Ensure each box that shipped has arrived. Check each item off the inventory list as it's unloaded.

NOTE: If you're lucky and have 2 people handy, put one by the truck to coordinate unloading (and check boxes off the inventory list) and another inside to help indicate where to put boxes and what to unpack.
5. **Unpacking:** Make sure movers take all trash with them. It's in their contract!
6. **Inspect Home/Gate Entrance:** Sometimes movers accidentally damage your home or property. You must make note of it on your HHG paperwork on the day the movers arrive to ensure that you are not held liable for the damages.

7. **Sign Paperwork:** If you're missing boxes or have damaged HHG items, note all of this on your paperwork in the comments section before signing (if you notice something later you can still file a claim). Get copies of all the paperwork.

NOTE: Don't let movers talk you out of listing damage done to your goods or property on the day they unpacked. Also, take pictures of any damages as you find them because you will need these photos to submit a damage claim.
8. **Moving Survey:** A Quality Control Inspector from the Army's Transportation Management Office (TMO) will visit your home to do a movers survey usually within a week of HHG delivery. Honest feedback is welcome.
9. **Claims:** You have 75 days (including delivery day) to submit a notice of loss to your TSP. Then, you have 9 months from delivery to submit your claim in order to be eligible for full replacement value (or within 2 years to get depreciated value). You'll need to submit photos and purchase receipts for damaged items. Keep any paperwork until all claims are processed. Contact your local Military Claims Office for more information.

If you have any issues on moving day, contact:
[Personal Property Office](#)  at Caserma Ederle.

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[Search the Phone Directory](#) 



Save BIG on home heating bills!

Utility Tax Exemption Program (UTEP)

If you live in a private rental and participate in UTEP, you are exempt from paying Italian taxes on your heating utilities and could save up to 48% on bills for:

- Methane gas (city gas):
Most cost effective heating option
- Home heating oil (low-grade diesel):
Highest cost of 3 heating options
- Liquid propane gas (GPL)

TRO is a Non-Appropriated Fund function and to enroll in UTEP, TRO requires a yearly service fee of \$230. The annual fee is paid quarterly (Feb, May, Aug, Nov) and is prorated based on the quarter in which you join.

This program is beneficial if your home heating bills will total at least \$550USD (before tax) for the year. Before you sign a lease, take the home's address to TRO to look up the home's past heating bills to estimate your energy costs and determine if you could benefit from UTEP.

Read about [TRO](#) programs in the "Useful Information" section or visit the Tax Relief Office at Caserma Ederle.

Save BIG on household purchases!

IVA Sales Tax Exemption Program

The IVA exemption program allows only Soldiers and Command Sponsored dependents stationed at USAG Italy to make tax-free purchases of household goods from participating retailers within Veneto and Tuscany. With this program, you don't pay a 22% Value Added Tax (IVA)!

You can also get tax-free car parts or service for your POV from participating vendors. Show the vendor your car registration and they will handle the paperwork.

The minimum total purchase amount required to receive the IVA exemption is €150.00 at a single vendor. Participation in this program is voluntary for vendors.

Apply for a Tax Exempt Purchase (for household goods):

1. Visit TRO for detailed instructions.
2. Visit the retailer and get an estimate ("preventivo") listing the cost of your items with and without IVA.
3. Get a bank check for purchase amount without IVA.
4. Take the preventivo and bank check to the TRO Office to fill out the IVA Exemption paperwork.
5. Pay a \$10 program fee to TRO.
6. Take the sealed envelope with IVA Exemption docs and bank check to the retailer.
7. Take your items home!




Bills, Banking & Exchange Rates

[Return to Main Menu](#)

Local Banking

To pay Italian bills by means other than cash, you'll need a local bank account. Three credit unions that offer Italian banking have offices on post. Learn about [paying bills and exchanges rates](#) with your Italian bank card.

TIP: Pay bills directly through your utility company's website with your Italian chip/pin card and avoid the bank's bill pay fees!

BANKS ON POST	Online Account Language	Hours	Account Currency	Chip & Pin Card	Caserma Ederle	Caserma Del Din	Online Bill Pay Fee	Teller Bill Pay Fee	Money Order Fee	Monthly Fee	Set Up Fee	Closure Fee	Telepass	Each bank has different products and services. For details, visit them on post or ask your Sponsor for more information on fees, exchange rates, wait times, English-speaking staff, etc.
 Banca Nazionale del Lavoro (BNL)	Italian	M-F 0830-1320 1430-1600	€	✓	✓	No	No	€	€	€	10€	€	€	
 Community Bank	English	M-F 0900-1600	\$	✓	✓	✓	\$	\$	\$	No	No	No	No	
 Global Credit Union	English	M-F 0900-1700	\$	✓	✓	ATM	No	\$	\$	No	\$20	No	No	

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Exchange Rates & Paying Bills

[Return to Main Menu](#)

Paying Italian Bills

There are a few ways that you can pay your bills in Italy:

- **Tobacco Store** (“Tabaccheria”): ~2€ fee/bill
Take your bill to the counter of a tobacco store and pay your bill with cash or debit card.
- **Bank Teller**: ~2€ fee/bill
Take the payment stub from your bill to your bank. They’ll deduct the bill amount from your bank account and transfer it to the utility company.
- **Online Bank Transfer**: ~1€ fee/bill
Ask your local bank how to setup “payee” accounts so that you can pay your utilities online from home. In the memo line of every online payment, **ALWAYS include your account number (“codice cliente”) and bill number (“numero Fattura”)**. Without this info your payment could get lost with no way for the payee (e.g. utility company) to track it down.
- **Online via Company Website**: Free.
You’ll have to have a credit card issued by an Italian bank. Italian companies cannot allow you to pay your bills online via credit card unless you have a credit card issued by an Italian financial institution.

ATM (“Bancomat”) Exchange Rates

When getting Euros from an ATM, the exchange rate is generally more favorable if you take out a higher amount in a single transaction, rather than take out smaller amounts via multiple withdrawals.

NOTE: Most Debit Cards include a [foreign transaction fee](#) when converting your foreign purchase or ATM withdrawal into US dollars. Usually it’s 1-2% of the total transaction. However, for cards without a fee you may just get a lower exchange rate. Shop around for the best card.

ATMs On Post

When using an ATM on post to get Euros, BNL & Community Bank generally have better exchange rates.

There are 3 ATM options on Caserma Ederle:

- BNL, Community Bank, Global Credit Union

There are 2 ATM options on Caserma Del Din:

- Community Bank, Global Credit Union

ATMs Off Post

In general, most exchange rates at off-post ATMs will be a bit better than the rates of on-post ATMs. Use ATMs at banks for better rates and lower fees.

[Return to Main Menu](#)

Get to Know USAG Italy & Post





United States Army Garrison Italy ([USAG Italy](#))

USAG Italy manages the day-to-day operations for installations in the Vicenza Military Community (VMC), including Caserma Ederle, Caserma Del Din, as well as nearby Longare and Camp Darby situated between Pisa and Livorno, Italy. The coordination with our Italian partners makes it possible to support the service members, family members and American and Italian civilian employees who live and work in the Garrison's area of responsibility.

Caserma Carlo Ederle is the headquarters of U.S. Garrison Italy and U.S. Army Africa (USARAF), also known as Southern European Task Force (SETAF). Caserma Ederle is also the center of the Vicenza Military Community where you'll find the Commissary, PX, Arts & Crafts Center, Arena, movie theater, and more.

USAG Italy also supports elements of the 173rd Infantry Brigade Combat Team (Airborne), the 21st Theater Sustainment Command-Italy, the 509th Signal Battalion, the U.S. Army Health Clinic Vicenza, the Vicenza Dental Clinic, AFN Radio and Television and other units and organizations.

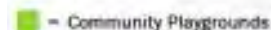
Get current news and insight into the happenings of your new community by checking out: [The Outlook Newspaper](#)  or the monthly [Info-X Town Hall](#) .



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Map of Caserma Ederle



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Caserma Del Din Map

Map of Del Din



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Work, Volunteer, Learn



[Return to Main Menu](#)


Work

Finding employment overseas is a challenge. Be open to contractor and fed jobs, or starting as a volunteer.

Email [ACS Employment Readiness](#) 

- Job announcement email blast
- Contractor website list
- Resume & interview seminars
- [SOFA employment rules](#)

Federal Employment Preferences

Starting 30 days before you arrive at a new duty station, mil spouses can apply to gov't jobs using preferences that give greater job consideration (if you meet all [criteria](#) ). You'll have:

- Military Spouse Preference
- Overseas Fam. Member Pref.

Search [USAJobs](#)  to apply. Include:


- PCS Orders listing your name
- Marriage License

NOTE: Apply to as many jobs as you like using MSP or FMP. If an offer is made, you must accept it or lose that preference until your next PCS move.


Volunteering

Be proactive! Volunteering is a great way to meet others at your new home in Vicenza. Often volunteering is just what you need to get your foot in the door to a great job!


Army Community Services

Visit ACS's Volunteer Coordinator on Caserma Ederle and sign up at [VMIS](#)  for volunteer opportunities.

Vicenza Community Club (VCC)

The [VCC](#)  raises money for our VMC through events and thrift store sales with the help of volunteers.

American Red Cross

Visit [American Red Cross](#)  on post to learn about volunteering in the vet/med/dental clinics, jr. lifeguards, resiliency programs, and more.

Connect with your FRG!

Get in touch with your [FRG](#) to meet other spouses, get official info from your unit, and volunteer!

Learn


For adults who are interested in continuing or starting their studies, there are excellent resources here.

Education





Caserma Ederle's [Ed Center](#)  has:

- School Accreditation
- Examinations
- Financial Aid
- Local College Programs
- JST transcripts
- GI Bill programs

Testing

Visit the [National Testing Center](#)  at the Ed Center on Caserma Ederle if you need to complete testing prior to applying for a program. Testing fees apply.

Scholarships & Certifications

- [Nat'l Military Family Assoc.](#) 
- [Vicenza Community Club](#) 
- [MYCAA](#) 
- [AER](#) 

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Spouse Employment & SOFA

[Return to Main Menu](#)

[Working in Italy](#) and the Status of Forces Agreement (SOFA)

U.S. military members, government civilian employees, contractors, and their dependents in Italy live here pursuant to the NATO Status of Forces Agreement (SOFA). U.S. military members on orders do not need a passport or a visa to enter and remain in Italy. However, U.S. Government civilian employees and all dependents who are not European Union citizens are required to have a [Missione Visa](#) and [Soggiorno Permit](#). The Italian government gives these documents to those individuals who are here solely for the purpose of the U.S. military mission and, therefore, have “SOFA protected” status.

With a Missione Visa and Missione Soggiorno Permit, you are eligible for [employment on base](#) with the U.S. Forces. **To be employed in Italy by someone other than the U.S. Forces (U.S. Forces would include GS, NAF, and U.S. Government contracted positions) requires an Italian Work Visa and Work Permit. This is true for both Italian businesses and American-based corporations as well.** If you choose to obtain an Italian Work Visa and Work Permit, you are declaring to the Italian government that you desire to be considered an ordinary resident of Italy. You cannot have both ordinary resident and “SOFA protected” status at the same time, regardless of whether you are a military member, civilian employee, or a dependent.

If you get a job on the Italian economy as an ordinary resident, you will no longer be entitled to any “SOFA protected” privileges, including shopping in the PX and commissary, sending mail through the Military Postal System, driving SETAF registered vehicles, and purchasing gas coupons. Per the SOFA, Article X, you are also responsible for all of the additional expenses that ordinary Italian residents incur, such as Italian income taxes, contributions to the Italian social security system, and the Italian television tax – to name a few. Perhaps most importantly, ordinary residents cannot avail themselves of foreign criminal jurisdictional assertion or waiver rights under Article VII of the NATO SOFA – this means that if you are accused of committing a crime in Italy, you’re on your own within the Italian legal system.

Activities such as baking cakes or coloring hair would not be considered a "profitable enterprise" so long as any reimbursement is limited to the cost of supplies. It is important to note that any payment for your time, labor, or expertise would be considered profit and would require a valid Italian Work Visa and permit. Italian law mandates that you have a valid Italian Work Visa and permit if you generate profit from home-based businesses (e.g. MaryKay, Scentsy, Pampered Chef, etc.), from working for U.S. corporations or other entities or even working on your computer. Furthermore, using the APO for homebased businesses is not allowed. **If you have questions, learn more from your [Legal Assistance Office](#) on post.**

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Family Readiness Groups (FRGs)

[Return to Main Menu](#)

When you move to a new duty station, especially overseas, the Army becomes your family. Get connected to your FRG to meet families from your Soldier's new unit and stay in the loop regarding official unit information and events.

What is a Family Readiness Group?

FRGs are an official command-sponsored program found at each level of the Army. FRGs help families, Soldiers, and the chain of command all stay connected, especially during deployments and trainings. FRGs are a key part of a unit's resiliency and readiness because strong families equal strong Soldiers. FRGs provide:

- Official info about your Soldier's unit & community
- Support, resources, and outreach to families
- Outings and opportunities to build friendships
- Volunteer opportunities (FRG Leader, Key Caller, Treasurer, Care Teams, Spouse Sponsor, etc.)

Your Contact Info is Important!

To maintain readiness, FRGs assist units in updating family contact rosters. This ensures units can communicate with families regarding official unit info, deployments, or alerts.


Please be proactive! Send your contact info to your FRG, even if you don't plan on being an active FRG member.


Get in touch with your FRG in Italy!

Need advice about PCSing? Want to learn the latest news about your new duty station? Thinking about volunteering?

FRGs in Italy are unlike any other FRGs in the Army. They are like family and really keep our families connected, involved, and aware. Get in touch with your FRG by sending the following info to one of the emails listed below:

- Your name
- Your Soldier's unit
- Your email or social media contact info

If you'll be headed to a unit within 173rd Brigade (A):
Find [173rd FRG contact info here](#) 

If you're headed to any other unit in Vicenza:
Email the ACS Mob. Dep. Manager at Caserma Ederle at michelle.r.mclaughlin2.civ@mail.mil or at the [ACS email](#) 

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Overseas Electricity Explained

United States vs. European Electricity:

USA: 110-120 Volts 60 hertz

Europe: 220-240 Volts 50 hertz

220V outlets: Ederle Inn, govt-leased and private rentals

110V + 220V: Villaggio housing, barracks, buildings on post

Illegal Frequencies (check your devices)

Official CE Mark



Chinese Export Mark



In Italy, it is illegal to use wireless devices such as cordless phones, baby monitors or walkie-talkies that do not apply European standards (CE). Italian inspectors regularly monitor illegal frequencies. Fines are €1,000+.

Dual Voltage (& Hertz) Devices

If a device is dual voltage/hertz it only requires a simple plug adapter. If your device is dual voltage/hertz, its power source will be labeled: “110-240V, 50-60Hz”.

Lamps: The Dual Voltage Exception

Lamps generally do not need to be dual voltage to work in Europe. Change your 110v lamp's U.S. lightbulb to a European bulb, add a plug adapter, and plug in. Easy!

Adapter vs. Converter vs. Transformer

Plug Adapter: Allows dual voltage electronics to fit into electrical outlet of host nation without voltage conversion. Just be sure the plug can handle the item's wattage.

In Italy it's hard to find a U.S. to Italian adapter, so sometimes you'll have to use 2 adapters:

German Schuko



Italian



1. Plug U.S. device into German SCHUKO adapter
2. Plug German adapter into Italian adapter.

Converter: Used to adjust voltage (not hertz) for light-duty electronics that don't require grounding. Use only for an hour or so and unplug when done. Not recommended.

Transformer: Used to adjust voltage (not hertz) for electronics with chips or circuit boards. It can be used continuously. Ensure the total wattage of items plugged in does not exceed the max wattage of the transformer.

NOTE: You are better off storing clocks, high-dollar 110v electronics, or those that are only dual voltage (and not dual hertz) rather than using a transformer. Because transformers do not convert frequency (Hz) they can wear out electronic circuits and motors. This fact also prevents transformers from keeping accurate time on 110v clocks.

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Train, Plane, Bus, & Shuttles

[Return to Main Menu](#)

Trains

- Buy your ticket at the counter, kiosk, or online
- Validate your ticket **before** boarding
- Be sure to board the correct train and class of car
- Check Italian train schedules and prices at:
 - <http://www.italotreno.it/en>
 - <http://www.trenitalia.com/tcom-en>

NOTE: Board the wrong train? Notify the conductor ASAP and pay the ticket difference. It's cheaper than a fine!

Planes

Flying throughout Europe is incredibly cheap! There are a variety of flight search engines. Here are a few:

- www.skyscanner.com
- www.whichairline.com
- www.kayak.com
- Rick Steve's [list of budget airlines](#) (scroll down)

NOTE: Discount airlines often fly to smaller airports farther from city centers. You might pay more for transportation into the city, so keep that in mind before buying tickets.

Keep in Mind:

- Pay with a debit card to avoid credit card fees (2%)
- Pay for luggage & check-in online to reduce fees
- Read baggage policies - budget airlines are strict!

Local Buses

- Buy your tickets at "tabaccheria" stores or on a bus
- Validate your ticket on the bus each time you board
- Use [Google Maps](#) for public bus routes/schedules
- Buses are not always on time. Be patient.

Army Bus Shuttles (Mon-Fri)

There are free shuttles between Villaggio, Caserma Ederle, Caserma Del Din, [VPC](#), and CIF. Due to Operations Security (OPSEC), the shuttle schedule is available [online with a CAC](#) card. Or, you or your soldier can request a schedule via email from your [Sponsor](#) prior to arrival. You also can visit CPF, ACS, or ask for a copy at the Inn on post.

Army Airport Shuttle (daily, limited hours)

This tour bus transports military ID holders between Marco Polo Venice Airport (VCE), Caserma Ederle, and Caserma Del Din. Due to Operations Security (OPSEC), the schedule is only available [online with a CAC](#) card. Or, you or your soldier can request a schedule via email from your [Sponsor](#) prior to arrival.

Want travel routes & prices? [Rome2Rio](#)

Want travel inspiration? [Italy Magazine](#)

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Greetings

Hello	Salve (formal); Ciao (informal)
Hello/Good morning	Buongiorno; Buondì (informal)
Good evening	Buona sera
How are you?	Come sta/stai? (formal/informal)
I'm (very) well, thank you.	Sto (molto) bene, grazie.
It's going great!	Va benissimo!
It's not going well.	Va male.

Goodbyes

Goodbye	Arrivederci
Bye; Bye bye	Ciao; Ciao-ciao
Have a nice day.	Buona giornata.
Have a nice evening.	Buona serata.
Good night.	Buona notte.
See you soon/later!	A presto!/A dopo!

Need some help?

Can I help you?	Hai bisogno?
Pardon me. (attention)	Mi scusi.
Do you speak English?	Parla inglese? (formal)
Can you help me?	Può aiutarmi?
Where is the restroom?	Dov'è il bagno?
How much does this cost?	Quanto costa questo?
I am...	Io sono...
I don't know.	Non so.

Language and Culture Workshops

Italian Language Classes:

- ACS (Ederle) 8-week basic Italian class (free). Sign up at ACS on Caserma Ederle and arrive 20-30 minute early on registration day because spots fill up quickly!
- Rosetta Stone: free via [Army Europe library](#)
- Defense Language Institute ([DLI](#))

Adult Benvenuti (3 days, once per month)

Get immersed in Italian culture and learn your way around Vicenza! Sign up at ACS on Caserma Ederle and arrive 20-30 minute early on registration day.

Adolescent "Teenvenuti" (1 afternoon)

Middle Schoolers and High Schoolers will visit their schools and learn to navigate school and local buses. Sign up at [Parent Central Services](#) inside ACS on Caserma Ederle.

Need more help?

Confused by bills/contracts in Italian?

Visit ACS's interpreter for free un-certified translations of bills or contracts or to help you make calls in Italian.

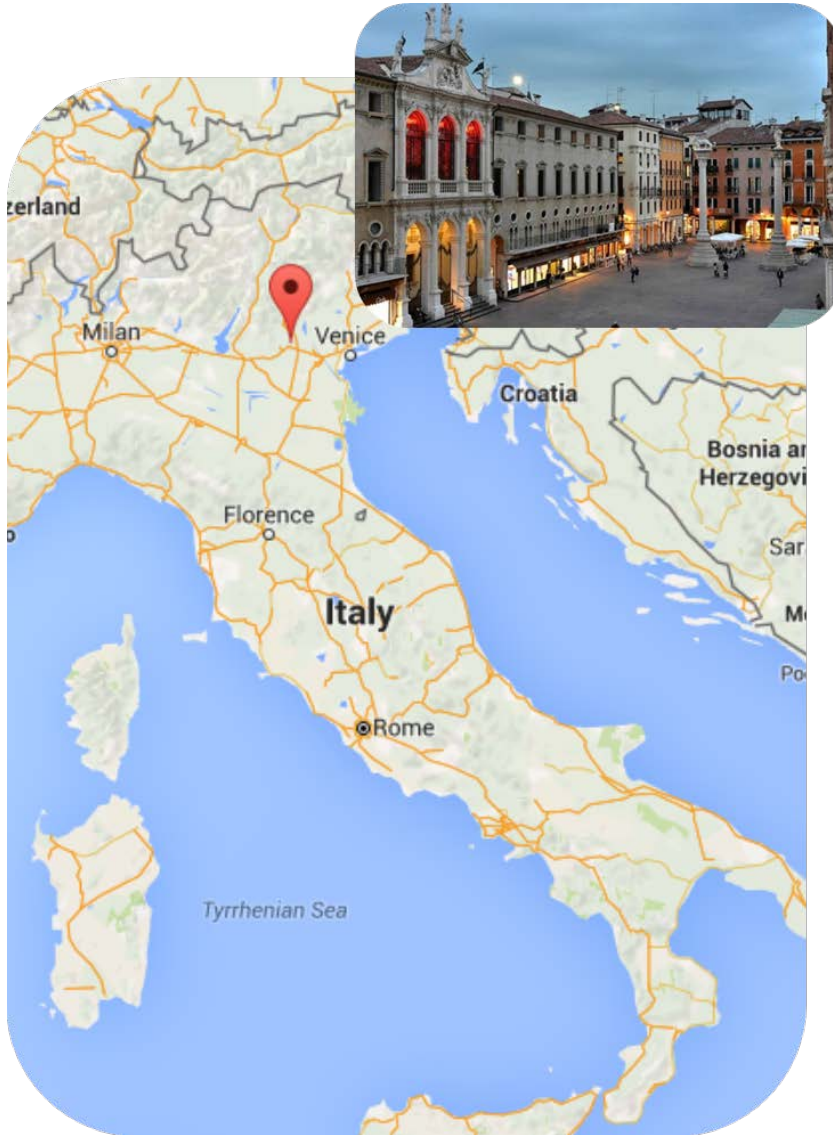
Certified Translations

[Military One Source](#) can provide free certified translations of documents within a few business days.



Getting to Know Vicenza, Italy

[Return to Main Menu](#)



Vicenza is a city in northeastern Italy in the province of Veneto. It is situated between Verona and Padova, and Venice is about 45 miles to the east. It is a city of more than 100,000 people with a beautiful, historic downtown area and a modern, metropolitan area with many smaller towns closely surrounding it. Called the “City of Palladio” after the Renaissance architect Andrea Palladio who designed many of its buildings, Vicenza is a UNESCO World Heritage Site.

Caserma Ederle lies to the east of Vicenza and Caserma Del Din to the north of the historic downtown which can be reached by walking, biking, or a short drive. The old city center is a [ZTL](#) and off-limits to motor vehicles, except for residents and designated vehicles. Nestled between walls dating from the Middle Ages, the old city hosts many shops, restaurants and cultural attractions, such as the oldest enclosed theater in the world called the Teatro Olimpico.

Other famous cities, such as **Milan, Bologna, Florence, Parma, Genoa, Verona, Venice** and others are within a few hours’ drive, as are the Alps, the Adriatic Sea, and the borders of **Austria, Switzerland, Slovenia and France**. The city offers train and bus connections to other locations throughout Italy and abroad.

Visit Vicenza’s Official Resident and Tourism Page:
<http://www.comune.vicenza.it/utilita/en.php>

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Dining & Grocery Etiquette



[Return to Main Menu](#)

Visit MWR's Outdoor Rec and Army Community Services (ACS) at Caserma Ederle for great lists of restaurants near Vicenza and language guides for dining out.

Dining Out

The [Slow Food](#)  movement originated in Italy and it's no wonder because Italians enjoy good ingredients and savor them (over a 2-3 hour meal!) with friends and family.

Meals

- Breakfast ("colazione") pastry/drink at a café or bar
- Lunch ("pausa pranzo") 1200-1430
- Dinner ("cena") 1900-2030

Restaurants

- Each person is charged a 1€-3€ table fee ("coperto")
- Ask for your check ("Il conto, per favore.")
- Pay at the register, not at the table

Tipping

- Service is included in the "coperto" cover charge
- For superior service, tip an extra 5-10%

Pizza

- Want pepperoni? Ask for "salamino piccante"
- Mushrooms ("funghi") are fresh only if stated

Café/Bar or [Autogrills](#) (Highway Restaurants)

- Pay first then present your receipt at the counter

Grocery Shopping

Hours

- Local shops close for "riposo" from 1230-1530
- Local shops close on Sun with limited hours on Mon
- Chain stores are open all day ("orario continuato")

Carts

- Insert 1€ coin to unlock; return it & take your coin

Produce

- Always use a glove to handle produce
- Weigh your produce before checking out

Bagging

- Customers bag their own groceries
- BYOB - Bring Your Own Bags or pay 0.10-0.50€/bag

Deli/Fish/Cheese/Pastry Counter

- Take a number and wait for it to be called
- ½ kilogram ("mezzo chilo") = 500 grams = 1.1 lbs.
- 100 grams ("un etto"), 200 grams ("due etti")

Milk

- Find raw milk ("latte crudo") machines at farms
- Use www.milkmaps.com  to find milk dispensaries

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Big Box Stores & Shopping



[Return to Main Menu](#)

Need a few things? Want designer duds for a deal? Check out this list of just some of the stores you'll find around Vicenza.

Save B-I-G

Spending over 150€ at one store? Check out the [Tax Relief Office](#) to learn how you can buy certain items minus the 22% Valued Added Tax (VAT)!

Malls & Clothing

Palladio Mall
Piramidi Mall
OVS

Garden Centers

Viridea
De Antoni Garden
Garden Vicenza Verde
Garden Filippi

"Dollar" Stores

Tiger Store in Old Vicenza
F8 Store next to Leroy Merlin
Aumai Market in Vicenza
Global Market in Caldogno

Outlet Stores

[USAG Italy's Fun in Italy](#)

Electronics

Auchan
Media World

Home Goods

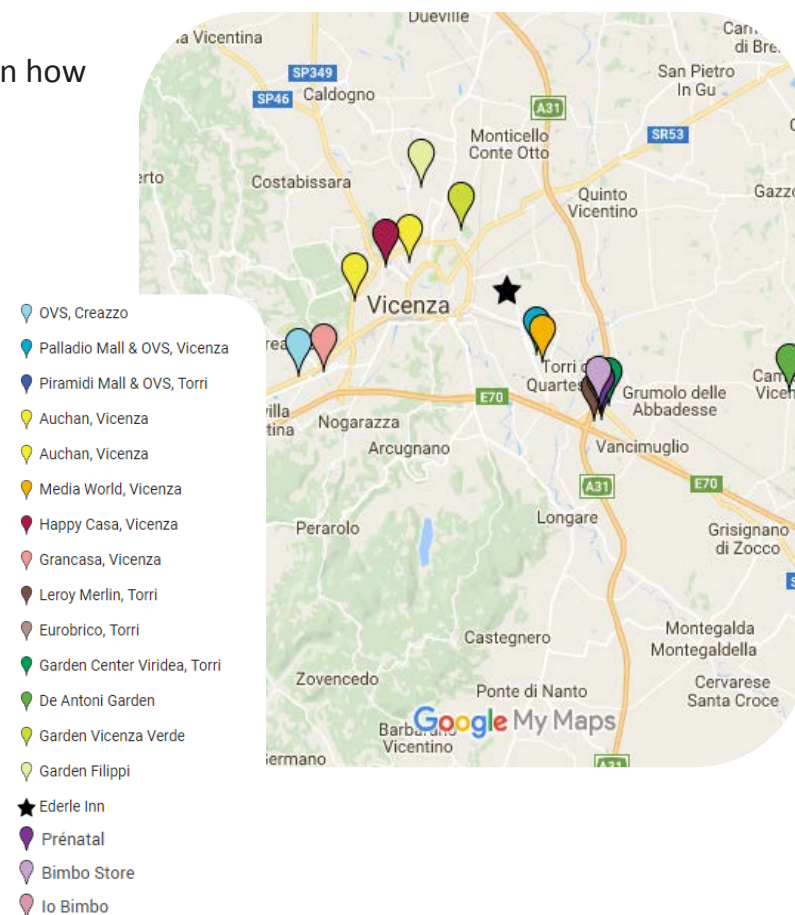
Gran Casa
Happy Casa
Ikea in Padova

Home Improvement

Leroy Merlin
Euro Brico

Children's Stores

Prenatal
Bimbo Store
Io Bimbo



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Thrift Stores & Markets



[Return to Main Menu](#)

For market guides, visit [USAG Italy's Pinterest](#) page and [USAG Italy's Fun in Italy](#) page. Also, check out online calendars for MWR's [Outdoor Rec](#), or visit them on Caserma Ederle for more shopping, dining, and travel info.

Antique Markets

“Mercatino dell’Antiquariato”

Most antique markets start at 8:30am. Some markets end at lunchtime while others extend into the early evening.

City	Market Days
Asiago	Last Sun of month
Asolo	2 nd Sat & Sun of month
Arzignano	2nd Sun of month
Caldonazzo	Every Fri (summer)
Este	3rd Sun of month
Marostica	1st Sun of month
Piazzola sul Brenta	Last Sun of month

TIP: For better prices, try markets that are farther from Vicenza.

Town Markets

“Mercato”

Usual hours are 0830-1230. Vendors sell food, home goods, and clothing.

Monday

Thiene

Tuesday

Marostica
Costabissara

Wednesday

Abano
Dueville
Grisignano
Schio

Thursday

Bassano
Monte Grotto
Vicenza
Montagnana

Friday

Piazzola
Isola Vicentina

Saturday

Asiago
Bassano
Bologna
Nove
Padova
Schio
Verona

Sunday

Camisano

Thrift Stores

“Mercatino del Usato”

There are a variety of thrifts stores, like:

[VCC Thrift Store](#) (M-Th)

Caserma Ederle, across from PX

[Cooperativa Insieme Sociale](#) (M-Sat)

Via Dalla Scola, 255, Vicenza [Map](#)
(behind Caserma Ederle)

[Mercatino di Brendola](#) (T-Sat)

Piazzetta delle Risorgive, 23 [Map](#)

[Mercatopoli Costabissara](#) (T-Sun)

S.S Pasubio, 9, Costabissara [Map](#)
(near Del Din)

Websites:

[Subito](#) (Online marketplace)

[Bookoo](#) (Online marketplace)

[Mercatino Usato](#) (Online & store list)

[Mercatopoli](#) (Online & store list)

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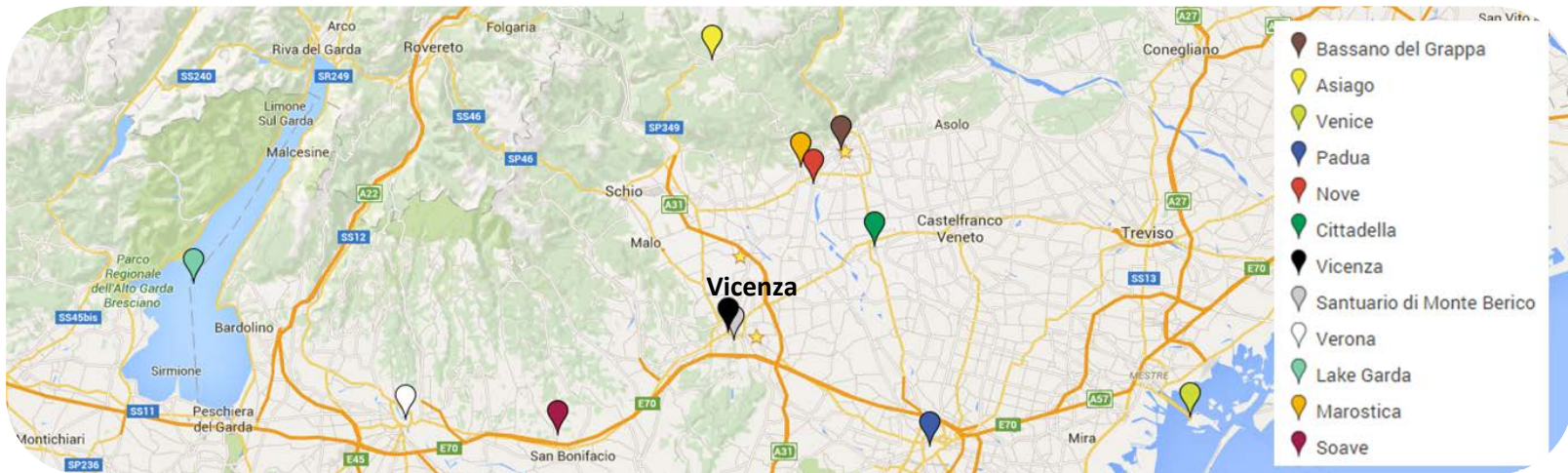
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Festivals, Activities & Day Trips

[Return to Main Menu](#)

For info on festivals and day trips, see [USAG Italy's Out & About Calendar](#), [USAG Italy's Pinterest](#) page, the [Outdoor Rec Calendar](#). Or, visit ACS or Outdoor Rec in person. Don't forget to check the [Outlook Newspaper's Out & About](#) section!



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Activities for Family & Kids



[Return to Main Menu](#)

Don't forget to check out [USAG Italy's Fun in Italy](#) page, MWR's [Outdoor Rec Calendar](#) or the [MWR & ACS Activity Calendar](#). Check out [USAG Italy's Out & About](#) webpage for a calendar of upcoming local events and festivals, too.

Activities on Caserma Ederle

[Arts & Crafts Center](#)

[Bowling](#) at the Arena

[Vicenza Community Club](#)

[Youth Centers](#) at Villaggio & Caserma Ederle

Activities for Infants & Young Kids

Baby Café & Playtime at [ACS](#) on Caserma Ederle

[Magilandia Park](#) (indoors) in Galliera Veneta

[Parco Querini](#) (Bunny Park & Garden) in Vicenza

Water Parks

[Aquafoillie Water Park](#) in Caorle

[Aqualandia](#) in Jesolo

[Cavour Water Park](#) in Valeggio sul Mincio (Verona)

[Padovaland Water Park](#) in Padova

Outdoor Adventure

[Jungle Adventure](#) in San Zeno di Montagna (Verona)

Outdoor zip lining and other outdoor activities

Zoos, Wildlife Parks & Aquariums

[Butterfly Arc and Fairy's Wood](#) in Montegrotto Terme

[Esapolis Museum](#) of live insects, bees & more in Padova

[Parco Faunistico Cappeller \(Zoo\)](#) in Cartigliano

[Parco Faunistico Valcorba \(Zoo\)](#) in Pozzonovo

[Parco Natura Viva \(Safari Park and Zoo\)](#) in Bussolengo

[Parco Zoo Punta Verde](#) in Lignano Sabbiadoro

[Sea Life Aquarium](#) in Lido di Jesolo

Gardens & Nature Parks

[Barbarigo Historic Garden](#) in Valsanzibio

[Grotte di Oliero](#) (Oliero Caves) in Valstagna

[Orto Botanico](#) (Botanical Garden) in Padova

[Parco delle Cascate](#) (Waterfall Park) in Molina

[Parco Giardino Sigurtà](#) in Valeggio sul Mincio (Verona)

[Varone Waterfall Cave Park and Botanic Garden](#) in Tenno

Amusement Parks

[CanevaWorld Resort](#) in Lazise sul Garda

Movieland Studios, AquaParadise, Medieval Times

[Gardaland](#) in Castelnuovo del Garda (Lake Garda)

Sea life aquarium, rides, adventure "lands" for all ages

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Need some help getting ready to PCS to Italy? Check out these links to help you get moving in the right direction.

Preparing for Your Move

[U.S. Army Garrison Italy, Newcomer's Page](#)

Details on all major areas of your move to Italy

[Spouse Sponsors, Teen Sponsors, FRGs](#)

PCSing? Sign up for a Sponsor and connect with your FRG!

[Plan My Move](#)

Create a personalized & detailed PCS Calendar

[Defense Personal Property System](#) (CAC required)

Use the online HHG shipping system to track your goods

[PCS My POV](#)

Make a shipping appointment and track your vehicle

[Defense Travel Management Office](#)

Calculate your travel pay & OCONUS allowances

[Military OneSource](#) and [Army OneSource](#)

Resources for all facets of your OCONUS PCS

[Military Installations](#)

Get tons of info on your new duty station. Great resource!!

Relocation Readiness Program at ACS Family Center

Go to ACS *BEFORE* and *AFTER* you move to learn about:

- PCS planning, Lending Closet, & newcomer briefings
- Foreign language & cultural workshops

Find your ACS: Click Military Installation link above, input duty station, & click on "Relocation Readiness" on left.

Family and Children

[MWR Italy](#)

Info on ACS, CYS, Outdoor Rec, sports, libraries, & more!

[TRICARE Prime Overseas](#)

Click on 'submit' to learn about coverage, doctors & costs

[Military and Family Life Counseling](#) (MFLC)

No-cost, confidential, licensed counselors on post

[Medical Records Organizer](#)

Helps you organize and keep track of medical records

[Spouse Education & Career Opps](#) & [Career One Stop](#)

Military spouse info on careers, education, and moving

[Military Spouse Employment Partnership](#)

Employment advice, tools, and job listings (mainly U.S.)

[Military Youth on the Move](#)

Resources for kids and parents who are preparing to PCS

Military Kids Connect - [Parents](#) or [Kids & Teens](#)

Parental advice & activities connecting kids of similar ages

[Specialized Training of Military Parents \(STOMP\)](#)

Training for parents who have children with special needs

DoD Schools in Vicenza, Italy

- [Vicenza High School](#)
- [Vicenza Middle School](#)
- [Vicenza Elementary School](#)

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Vicenza Facebook Groups



[Return to Main Menu](#)

Exercise OPSEC and do not post names, units, locations, or travel timeframes of Soldiers or family members.

There are many Facebook groups for the Vicenza Military Community. Public Facebook pages can be viewed by anyone with or without an account. To search for or request to join a closed group (🔒), you must have your own Facebook account.

Official Government Pages

[U.S. Army Europe](#)
[U.S. Army Garrison Italy](#)
[U.S. Army Africa](#) (SETAF)
[173rd Airborne Brigade](#)
[21st Theater Sustainment Command](#)
[509th Signal Battalion](#)
[207th MI Brigade](#)
[Vicenza Legal Assistance Office](#)
[U.S. Army Health Center Vicenza](#)
[AFN Vicenza](#)

Vicenza Military Community (VMC)

[USO Vicenza](#)
[Vicenza Community Club](#) (VCC)
[173rd Airborne Brigade Association](#) 🔒
[American Red Cross - Vicenza](#)
[Vicenza Family and MWR](#)
[Army Wives Caserma Ederle](#) 🔒

Adult Education & Career Support

[In Gear Career--Vicenza Chapter](#) 🔒
[Vicenza Textbook Exchange](#) 🔒

Pregnancy & Parenting

[Moms Club of Vicenza](#) 🔒
[TTC/ Expecting Army Wives of Vicenza](#) 🔒
[Vicenza Mom's Page](#) 🔒
[Vicenza Crunchy Moms- Natural Parenting](#) 🔒

Kids & Schooling

[Vicenza Homeschool Connection](#) 🔒
[Vicenza Italian Schools/Sports](#) 🔒
[Vicenza PTSA](#)
[Vicenza Playdate](#) 🔒
[Vicenza Girl Scouts](#)
[Cub Scout Pack 295 - Vicenza, Italy](#)

Health

[CrossFit Vicenza](#)
[Vicenza Civilian Healthcare](#) 🔒
[Weight Loss Buddies Vicenza Italy](#) 🔒

Pets

[Vicenza Veterinary Treatment Facility](#)
[Vicenza Military Community Pet Page](#) 🔒
[Paws and Claws Of Vicenza Italy](#) 🔒

Hobbies

[Big Country](#) 🔒
[Child Free at Vicenza](#) 🔒
[Vicenza Cooking Club](#) 🔒
[Vicenza Green Thumbs](#) 🔒
[Vicenza Photo Group](#) 🔒
[Vicenza Travel Page](#) 🔒

Thrift Store & Yard Sales

[Vicenza Thrift Shop](#)
[Army Wives' Yard Sale](#) 🔒
[Vicenza Yard Sale](#) 🔒
[Vicenza Army Community Yard Sale](#)
[Let's Freecycle Caserma Ederle!](#) 🔒

Auto

[Vicenza Beaters](#) 🔒

Faith & Religion

[Vicenza Crossroads](#)
[PWOC Vicenza. Italy](#)
[St. Mark's Catholic Women, Vicenza](#) 🔒

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